



REQUEST FOR PROPOSAL (RFP)

Provisions of research services (RFP/LTA/2017/05)

The UN is planning to conduct a number of project surveys over the next years. To this end, the UN is looking forward to identify independent research firms to administer the surveys.

The purpose of the project surveys will be to generate information on project related issues. The results of the surveys will be used to inform programming and policy.

To this effect, the United Nations Development Programme (UNDP) Country Office in Sri Lanka wishes to call for Request for Proposals from qualified service providers based in Sri Lanka with market research capabilities to carry out surveys.

All solicitation documents together with the Terms of Reference (TOR) can be downloaded from www.lk.undp.org (operations > procurement) from 14th May– 30th May 2017. All bids must be clearly marked with the "RFP/LTA/2017/05" on the top left corner of the envelope.

A **pre-bid meeting** has been arranged at 10.00 am on **23th May 2017** at the below address and bidders are encouraged to participate.

UNHCR Representation Office, Conference Hall
97 Rosmead Place
Colombo 07
Sri Lanka.

Deadline for the submission of the Request for Proposal is **Tuesday 30th May 2017** on or before 2.00p.m. local time Colombo, Sri Lanka.

United Nations Development Programme (UNDP)
Head of Procurement
202-204, Bauddhaloka Mawatha
Colombo 07
Sri Lanka.



REQUEST FOR PROPOSAL (RFP)
Provisions of research services
(RFP/LTA/2017/05)

NAME & ADDRESS OF FIRM	DATE: May 14, 2016
	REFERENCE: (RFP/LTA/2017/05)

Dear Sir / Madam:

We kindly request you to submit your Proposal for **provisions of research services**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before Tuesday, May 30, 2017 and by courier to the address below:

United Nations Development Programme
Head of Procurement
202-204 Bauddhaloka Mawatha
Colombo 7.

Your Proposal must be expressed in the English Language, and valid for a minimum period of 120 days

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors

shall be accepted by UNDP after it has received the Proposal.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Chanaka Liyanage
Procurement Associate
5/14/2017

DESCRIPTION OF REQUIREMENTS

Context of the Requirement	Provision of Research Services to establish multiple long term agreements.
Implementing Partner of UNDP	UNDP
Brief Description of the Required Services ¹	Administration of a nationwide surveys with different sample sizes
List and Description of Expected Outputs to be Delivered	▪ Fine tune the survey questionnaire in close consultation with the UN. ▪ Prepare a discussion guide and translate it into Sinhala and Tamil ▪ Pre-test the questionnaire and discussion guide with a similar respondent profile and finalize it ▪ Translate the questionnaire into Sinhala and Tamil ▪ Independent review of the translation and reverse translation into English, to ensure accuracy ▪ Prepare an enumerator's training guide with clear definitions ▪ Train enumerators on the survey methodology and the questionnaire content ▪ Conduct the fieldwork as per the research design and methodology ▪ Prepare code list for open ended questions ▪ Complete data entry ▪ Clean the data ▪ Weight the data per latest population and other demographic figures ▪ Produce tabular reports in MS Excel and Word format ▪ Prepare a methodological report ONLY and highlight key findings in terms of survey administration
Person to Supervise the Work/Performance of the Service Provider	Colleagues from UNDP and the Resident Coordinator's Office
Frequency of Reporting	As per the specific contract deliverable dates
Progress Reporting Requirements	Aside from contact deliverables, appreciate updates by telephone or email to confirm timeline is on track etc.
Location of work	At Contractor's Location
Expected duration of work	TBD
Target start date	Week 1 July
Latest completion date	TBD
Travels Expected	Contractor will be responsible for planning travel necessary for undertaking the nationwide survey
Implementation Schedule indicating breakdown and	Required as part of the proposal

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

timing of activities/sub-activities	
Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required ☐ Not Required
Currency of Proposal	☒ Local Currency – Sri Lanka Rupees
Value Added Tax on Price Proposal	☐ must be inclusive of VAT and other applicable indirect taxes ☒ must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	☒ 120 days
Partial Quotes	☒ Not permitted
Payment Terms	Based on proposed deliverables.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Colleagues from UNDP and the Resident Coordinator's Office
Type of Contract to be Signed	☒ Purchase Order ☒ Long-Term Agreement
Criteria for Contract Award	☐ Lowest Price Quote among technically responsive offers ☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> ☒ Expertise of the Service Provider 35.7% ☒ Proposed methodology, work plan and approach 28.6% ☒ Resource team/panel capacity 35.7% <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

UNDP will award the contract to:	☐ One and only one Service Provider ☒ One or more Service Providers, depending on the following factors : <i>Multiple Long Term Agreements will be established based on the ranking of the bidder recorded highest combined scores.</i>
Annexes to this RFP ²	☒ Form for Submission of Proposal (Annex 2) ☒ Detailed TOR (Annex 3) ☒ General Terms and Conditions / Special Conditions (Annex 4) ³ ☐ Others ⁴ [pls. specify]
Contact Person for Inquiries (Written inquiries only) ⁵	Zoe Keeler Coordination and Transition Specialist zoe.keeler@one.un.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Pre-Bid Meeting	10.00am on 23 rd May 2017 at the UNHCR Representation Office, Conference Hall, 97 Rosmead Place, Colombo 07, Sri Lanka.
Documents to be submitted	1. A proposal outlining the methodology outlined in the scope of work above including any suggestions on proposed research design and sampling methodology. 2. Experience in conducting similar research in Sri Lanka 3. Details on the interviewer training process 4. Quality control mechanisms and percentage covered by the quality check 5. Proposed timeline and schedule based on the timeline indicated in the scope of work. 6. Proposed staff who will work on the project (including level of effort of each). Please include CVs of main personnel to be assigned as an appendix 7. A detailed financial proposal in for each of 4 different ranges of survey size proposed - (to include agency fee/honorarium/stationery/admin costs/travel/accommodation/incidentals etc). All possible costs envisaged for this survey must be factored in preparation of the financial offer. No other payments will be made by the UNDP to the selected service provider.

² Where the information is available in the web, a URL for the information may simply be provided.

³ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁴ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁵ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Proposal Submission Deadline	2.00pm 30 th May 2017 Colombo, Sri Lanka Time and submitted to the following address via courier. Head of Procurement United Nations Development Programme 202-204 Bauddhaloka Mawatha Colombo 07 Sri Lanka.
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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁶

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁷)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality

⁶ This serves as a guide to the Service Provider in preparing the Proposal.

⁷ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable

	Deliverables <i>[list them as referred to in the RFP]</i>	All-inclusive cost per interview¹ LKR
1.	All-inclusive Cost per interview: (Sample Size up to 1,000 people)	
2.	All-inclusive Cost per interview: (Sample Size – 1,001 to 3,000 people)	
3.	All-inclusive Cost per interview: (Sample Size – 3,001 to 6,000 people)	
4.	All-inclusive Cost per interview: (Sample Size – 6,001 to 9,000 people)	

Notes: 1 – For the purpose of the costing, please assume that each interview takes approximately 45 minutes to conduct

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation][Date]*

TERMS OF REFERENCE

1. Background

The UN is planning to conduct a number of project surveys over the next three years. To this end, the UN is looking to identify an independent research firm to administer the surveys.

2. Purpose

The purpose of the project surveys will be to generate information on project related issues. The results of the surveys will be used to inform programming and policy.

3. Scope of Work

The scope of work will be based on the methodology set out below and will include the following:

Survey Methodology

- A quantitative survey is to be developed together with the UN. The survey will necessarily include administering of a structured questionnaire with randomly selected households. The interviews will be held with a key adult member of a household, aged 18 or above.

Sampling

- A purposive approach will be adopted to ensure a nationally representative sample (i.e. by gender, ethnicity, geography and age group)

Random sampling would then be used to select DS divisions, GS Divisions, households, and respondents: Households for the face- to- face interviews are to be selected using the random walk methodology. To ensure geographical spread within the selected GN, every 3rd household will be sampled in rural areas and in urban areas every 4th household will be sampled. The respondent from each household should be selected using a Kish Grid or a random number card.

There are **four possible sample size options**, and we would like to request interested parties to **submit the all-inclusive 'per interview' financial offer for each:**

1. Nationally representative sample of **up to 1,000 people**
2. Nationally representative sample of **1,001-3,000 people** with a reasonably low margin of error at 95% confidence level.

3. Nationally representative Sample **of 3,001-6,000 people** with a low margin of error at 95% confidence level. This 6,000 sample should be representative of the entire population spread across all 9 provinces and 25 districts.

4. Nationally representative Sample **of 6,001-9,000 people** with a low margin of error at 95% confidence level. This 6,000 sample should be representative of the entire population spread across all 9 provinces and 25 districts.

- The 3,001-9,000 sample should be representative of the entire population.
- It should be spread across all districts and then across DS divisions within districts in proportion to their population.
- GN divisions within DS divisions should be selected randomly.
- A total of 600GNs and 240 DSs to be covered.
- *Please assume, for the purpose of costing, that each interview takes approximately 45 minutes to conduct.*

PLEASE NOTE THAT WE ARE USING THESE SAMPLE SIZES AS BENCHMARKS FOR PRICE COMPARISON PURPOSES. ONCE THE LTA HAS BEEN SIGNED, DEVIATION IS ALLOWED IN TERMS OF SAMPLE SIZE AND FINANCIAL COSTING TO ACCOUNT FOR SPECIFIC REQUIREMENTS OF A PARTICULAR SURVEY. (e.g. a necessity to over sample for a certain group or area)

Quality Control

- There should be mandatory quality control with 100% scrutiny and logic check

Survey Administration

- Each survey should be administered within a maximum of three weeks using Computer-aided personal interviewing (CAPI) technology
- The data should be entered, cleaned and shared in one week after that.
- The data collection should include the GIS reading for each starting point.

Data Presentation

- The results will be weighted by district population, urban-rural and gender (if required).
- The format for data presentation will need to be submitted and finalized in consultation with the UN.

Based on the above, the scope of work for the survey firm will specifically include the following amongst others:

- Fine tune the survey questionnaire in close consultation with the UN.
- Prepare a discussion guide and translate it into Sinhala and Tamil
- Pre-test the questionnaire and discussion guide with a similar respondent profile and finalize it
- Translate the questionnaire into Sinhala and Tamil
- Independent review of the translation and reverse translation into English, to ensure accuracy
- Prepare an enumerator's training guide with clear definitions
- Train enumerators on the survey methodology and the questionnaire content
- Conduct the fieldwork as per the research design and methodology
- Prepare code list for open ended questions
- Complete data entry
- Clean the data

- Weight the data per latest population and other demographic figures
- Produce tabular reports in MS Excel and Word format
- Prepare a methodological report ONLY and highlight key findings in terms of survey administration

4. Expected Deliverables and Time Frame

Each survey, from start to finish, should be completed within two months:

5. Implementation Arrangements

The Service Provider will be contracted by the United Nations Development Programme (UNDP) Sri Lanka.

There will be a pre-bid meeting for all interested bidders at 10.00am on 23 May 2017 and interested service providers are encouraged to participate. The address for the pre-bid meeting is United Nations Development Programme (UNDP), UN Conference Hall 202-204 Bauddhaloka Mawatha, Colombo 07.

6. Selection of Service Provider

Selection will be based on a competitive bidding process. Interested applicants with the capacity to execute the scope of work described above should submit a detailed and realistic proposal including methodology and work plan along with rationale as to why it would be the best way to carry out the scope of work. Interested bidders can elaborate and present what they consider to be the most appropriate methodology and work plan to achieve the desired end results.

8). Technical evaluation criteria

Overall technical evaluation criteria:

Summary of Technical Proposal	Total Points
<u>Section 1</u> : Expertise of Service Provider	250
<u>Section 2</u> : Proposed methodology, work plan and approach	200
<u>Section 3</u> : Resource team/panel capacity	250
Total	700

Details of evaluation criteria and marking scheme:

Section 1: Competence/expertise of the organisation:

No	Criteria	Points
1.1	Previous experience in undertaking nationwide surveys	150
1.2	Previous experience working on development related issues	50

1.3	Previous clients and partners	50
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Section 2: Proposed methodology, work plan and approach(es)

No	Criteria	Points
2.1	Methodology and approach, (including interviewer training, quality control steps etc.)	150
2.2	Realistic work plan, including details on specific tasks and timeline	50

Section 3: Resource team/panel capacity

No	Criteria	Points
3.1	Previous experience of resource panel	100
3.2	Sufficient human resources to undertake scope of work and deliverables	100
3.3	Relevant qualifications	50

GENERAL TERMS AND CONDITIONS FOR SERVICES**1.0 LEGAL STATUS:**

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

2.0 SOURCE OF INSTRUCTIONS:

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

3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

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

4.0 ASSIGNMENT:

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

5.0 SUB-CONTRACTING:

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

6.0 OFFICIALS NOT TO BENEFIT:

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

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

- 8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:
 - 8.4.1** Name UNDP as additional insured;
 - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
 - 8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0 ENCUMBRANCES/LIENS:

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

10.0 TITLE TO EQUIPMENT:

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

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

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

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

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

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

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

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

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

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

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

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

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

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

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

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

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

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

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

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

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

13.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third

party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

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

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- 14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.
- 14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.
- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

15.0 TERMINATION

- 15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.
- 15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

- 15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.
- 15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

- 16.1 Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.
- 16.2 Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

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

18.0 TAX EXEMPTION

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

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

19.0 CHILD LABOUR

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

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

20.0 MINES:

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

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

21.0 OBSERVANCE OF THE LAW:

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

22.0 SEXUAL EXPLOITATION:

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

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

23.0 AUTHORITY TO MODIFY:

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