



REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

UNDP Global Policy Center on Resilient Ecosystems and Desertification (GC-RED) United Nations Development Programme United Nations Office at Nairobi P.O. Box 30218-00100, Nairobi, Kenya	DATE: January 25, 2018
	REFERENCE: RFP/GPC/001/2018 – BES NET WEB PORTAL

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Biodiversity and Ecosystem Services Network (BES-Net) Web Portal Improvement, Hosting and Technical Support**.

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

Proposals may be submitted on or before **5.00 P.M on Wednesday, February 07, 2018** via email to the address below:

consultants.ken@undp.org

c/o United Nations Development Programme
Global Policy Centre on Resilient Ecosystems and Desertification (GC-RED)

Your Proposal must be expressed in the **English**, and valid for a minimum period of **90 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. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

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,

Anne Juepner
Director, UNDP GC-RED
1/25/2018

Description of Requirements

Context of the Requirement	<i>Biodiversity and Ecosystem Services Network (BES-Net) Web Portal Redesigning and Hosting Support</i>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	The purpose of this assignment is two-fold: 1) re-design the BES-Net Web Portal and develop innovative new features that is interactive and user-friendly; and 2) host and maintain the site for a year. The BES-Net web portal is Drupal based and has both English and French Language Content.
List and Description of Expected Outputs to be Delivered	<p>1. One-off development work to implement new changes and features, including but not limited to the following:</p> <ul style="list-style-type: none"> • An overall analysis of the platform, site functionalities, checking all the plug-ins and reviewing all compatibility issues. Optimize design and functionalities for improved user experience, including but not limited to: improved and visually appealing lay out, responsive layout, and ensuring intuitive navigation and information architecture; • Modify existing Trialogue Event/conference registration and management module. Built-in event management functions which are dynamic and engaging, in order to enhance events' attendee experience, including at a minimum: chat function, polling and survey, live display of results, livestream an event into the platform, custom profiles, targeted alerts, attendee document upload, and easy updating by non-technical staff members; • Improve design of Group Forums and collaboration interface ensuring the improvement of user experience. The system should be capable of hosting a quick and basic level of discussion with and without moderation of comments. Members should be able to view and create posts, share and collaborate on development of documents, edit their own posts etc.; • Modify the User Registration and Administration: The solution should provide an automated challenge system that reduces the number of spam registration, including protection for other interfaces like submitting comments and posts; • Modify the Library/Document Management System, including search function; • Implement actions to increase ranking of the platform on a google search; and • Optimize the site for low bandwidth users and for multiple browsers (Internet Explorer, Safari, Firefox). <p><i>Specific responsibilities during the transition phase:</i> There will be a transition phase of about a month during which the current maintenance company and the new company will be working in tandem. During that period, the newly contracted web development company will be responsible for:</p> <ul style="list-style-type: none"> ✓ Getting familiar with the code, structure and functionality of the web site. ✓ Work with UNDP to suggest any high-priority technical tasks for the current web development company during the transition period to ensure a smooth hand-over. ✓ Migrating and setting-up and running the web site. <p>2. Host the maintenance of BES-Net Web portal for a year</p> <ul style="list-style-type: none"> • Dedicated Web Hosting Services;

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.

	<ul style="list-style-type: none"> i. Fully managed services up to the Operating System Level (installation, patching, configuration, troubleshooting). <u>See Annex 1 of TOR for existing Server specifications.</u> ii. Managed Firewall and VPN Access iii. Proactive monitoring and management of the hardware environment iv. 24x7x365 Support v. 100% Network Uptime guarantee • Manage web design - Enhancements to the sites' look and feel on an ongoing basis; • Maintain ongoing development on existing site and on demand implementation of new specific features on the websites based on requests from the team, fixing bugs or making updates and continuous check for broken hyperlinks on the site; • Regular Website & code maintenance; <ul style="list-style-type: none"> i. Assure the Drupal Website Maintenance. ii. Maintain development or staging environments separate from live environments. iii. Install Software, module/Security patches and upgrades including bug fixes. iv. Install, upgrade or modify existing modules on sites. v. Monitor proper functioning of integrated services like Google Analytics, Social media plugins, and monitor server performance issues, security audit of the website, and generate regular performance reports. • Regular Backups & Server Maintenance - In case of a serious incident, the restoration of the website from the most recent backup needs to be assured; and • Training - Train UNDP BES-Net focal point(s) on how to manage the new features and functionalities.
Person to Supervise the Work/ Performance of the Service Provider	<i>BES-Net Project Manager, in coordination with BES-Net Coordinator and BES-Net Web Portal Support Officer</i>
Frequency of Reporting	Monthly (Reporting format to be agreed upon at the start of services)
Progress Reporting Requirements	Regularly (frequency and format to be agreed upon at the start of services)
Location of work	<input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	One year (12 months)
Target start date	15 March 2018
Latest completion date	14 March 2019
Travels Expected	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars

Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes														
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.														
Partial Quotes	<input checked="" type="checkbox"/> Not permitted														
Payment Terms ³	<table border="1"> <thead> <tr> <th>Outputs</th> <th>Percentage</th> <th>Timing</th> <th>Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td>1. One-off development work to implement new changes and features</td> <td>To be finalized as per the mutually agreed work plan</td> <td>To be finalized as per the mutually agreed work plan</td> <td rowspan="2"> Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. </td> </tr> <tr> <td>2. Host the maintenance of BES-Net Web portal for a year</td> <td>As per the agreed monthly hosting rate</td> <td>At the end of each month</td> </tr> </tbody> </table> <p>Please refer to the TOR for further details on the payment schedule.</p>				Outputs	Percentage	Timing	Condition for Payment Release	1. One-off development work to implement new changes and features	To be finalized as per the mutually agreed work plan	To be finalized as per the mutually agreed work plan	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	2. Host the maintenance of BES-Net Web portal for a year	As per the agreed monthly hosting rate	At the end of each month
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<i>BES-Net Web Portal Support Officer to view/inspect; BES-Net Coordinator to certify; and BES-Net Manager to approve</i>														
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services														
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC).														
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm [20%] <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan [40%] <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel [10%] Please refer to the TOR for further details on the technical assessment criteria. <p><u>Financial Proposal (30%)</u></p> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.														

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁵ <input checked="" type="checkbox"/> Detailed TOR
Contact Person for Inquiries (Written inquiries only) ⁶	<p>Ms. Yuko Kurauchi Policy Specialist, UNDP GC-RED Yuko.kurauchi@undp.org</p> <p>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.</p>
Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> Electronic submission of Bid only
Conditions and Procedures for electronic submission and opening	<input checked="" type="checkbox"/> Official Address for e-submission: consultants.ken@undp.org <input checked="" type="checkbox"/> Free from virus and corrupted files <input checked="" type="checkbox"/> Format: PDF files only – password protected for the financial proposals ONLY. Technical proposals should NOT be password protected. Password for the financial proposals must not be provided to UNDP until the date and time requested. This request will be to firms that meet the 70% score in the technical evaluation. <input checked="" type="checkbox"/> Max. File Size per transmission: 5 MB <input checked="" type="checkbox"/> Max. No. of transmission: N/A – If the total size of the proposals is more than 5MB, please divide them into files in smaller sizes and submit in separate emails with the same subject. <input checked="" type="checkbox"/> No. of copies to be transmitted: One and only one <input checked="" type="checkbox"/> Mandatory subject of email: RFP/GPC/001/2018 – BES NET WEB PORTAL <input checked="" type="checkbox"/> Digital Certification/Signature: Required
Deadline of Submission	5.00 P.M ON WEDNESDAY, 07 FEBRUARY 2018 (GMT +3.00)

⁴ Where the information is available in the web, a URL for the information may simply be provided.

⁵ 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.

⁶ 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.

Terms of Reference
Biodiversity and Ecosystem Services Network (BES-Net) Web Portal
Redesigning and Hosting Support

Type of contract: Contract for Services

Department/office: UNDP Global Policy Centre on Resilient Ecosystems and Desertification (GC-RED)

Starting Date: 15 March 2018

Duration of Initial Contract: 12 months

I. BACKGROUND INFORMATION

[BES-Net](#) is a capacity sharing “network of networks” that promotes dialogue among science, policy and practice for more effective management of biodiversity and ecosystems, contributing to long-term human wellbeing and sustainable development. Through BES-Net, UNDP contributes to the capacity building work of the [Intergovernmental Platform for Biodiversity and Ecosystem Services \(IPBES\)](#).

[The BES-Net web portal](#) provides a “one-stop shop” for policy-relevant information and learning material, guiding users through the existing sources of thematic information and methodological tools, and providing access to learning material and policy briefs.

The portal promotes dialogue around the same thematic areas in which IPBES assessments are being conducted, as well as in key areas of UNDP’s work on biodiversity and ecosystems management for development, and provides interactive features for the members of the network to interact on specific policy questions.

II. OBJECTIVE AND SPECIFICATION OF THE ASSIGNMENT

The purpose of this assignment is two-fold: 1) re-design the [BES-Net Web Portal](#) and develop innovative new features that is interactive and user-friendly; and 2) host and maintain the site for a year. The BES-Net web portal is Drupal based and has both English and French Language Content. The scope of work for the assignment includes two main areas of work/services:

2. One-off development work to implement new changes and features, including but not limited to the following:

- An overall analysis of the platform, site functionalities, checking all the plug-ins and reviewing all compatibility issues. Optimize design and functionalities for improved user experience, including but not limited to: improved and visually appealing lay out, responsive layout, and ensuring intuitive navigation and information architecture;
- Modify existing Trialogue Event/conference registration and management module. Built-in event management functions which are dynamic and engaging, in order to enhance events’ attendee experience, including at a minimum: chat function, polling and survey, live display of results, livestream an event into the platform, custom profiles, targeted alerts, attendee document upload, and easy updating by non-technical staff members;
- Improve design of Group Forums and add built-in or third-party collaboration tools to enhance the users’ experience. The system should be capable of hosting a quick and basic

level of discussion with and without moderation of comments. Members should be able to view and create posts, share and collaborate on development of documents (e.g. Google Drive), edit their own posts etc.;

- Modify the User Registration and Administration: The solution should provide an automated challenge system that reduces the number of spam registration, including protection for other interfaces like submitting comments and posts;
- Modify the Library/Document Management System, including search function;
- Implement actions to increase ranking of the platform on a google search; and
- Optimize the site for low bandwidth users and for multiple browsers (Internet Explorer, Safari, Firefox).

Specific responsibilities during the transition phase: There will be a transition phase of about a month during which the current maintenance company and the new company will be working in tandem. During that period, the newly contracted web development company will be responsible for:

- Getting familiar with the code, structure and functionality of the web site.
- Work with UNDP to suggest any high-priority technical tasks for the current web development company during the transition period to ensure a smooth hand-over.
- Migrating and setting-up and running the web site.

2. Host the maintenance of BES-Net Web portal for a year

- Dedicated Web Hosting Services;
 - i. Fully managed services up to the Operating System Level (installation, patching, configuration, troubleshooting). See Annex 1 for existing Server specifications.
 - ii. Managed Firewall and VPN Access
 - iii. Proactive monitoring and management of the hardware environment
 - iv. 24x7x365 Support
 - v. 100% Network Uptime guarantee
- Manage web design - Enhancements to the sites' look and feel on an ongoing basis;
- Maintain ongoing development on existing site and on demand implementation of new specific features on the websites based on requests from the team, fixing bugs or making updates and continuous check for broken hyperlinks on the site;
- Regular Website & code maintenance;
 - i. Assure the Drupal Website Maintenance.
 - ii. Maintain development or staging environments separate from live environments.
 - iii. Install Software, module/Security patches and upgrades including bug fixes.
 - iv. Install, upgrade or modify existing modules on sites.
 - v. Monitor proper functioning of integrated services like Google Analytics, Social media plugins, and monitor server performance issues, security audit of the website, and generate regular performance reports.
- Regular Backups & Server Maintenance - In case of a serious incident, the restoration of the website from the most recent backup needs to be assured; and
- Training - Train UNDP BES-Net focal point(s) on how to manage the new features and functionalities.

III. INSTITUTIONAL ARRANGEMENT

The contractor will be supervised by the BES-Net Project Manager and work closely with the BES-Net Coordinator and BES-Net Web Portal Support Officer, using email and skype as main means of communication. This is a home-based contract and does not require any travel.

IV. EXPECTED OUTPUTS AND DELIVERABLES

The contracted firm is expected to make use of their expertise and creativity to propose and implement relevant website enhancements to generate the below deliverables:

- The development of built-in functions for Group collaboration and Trialogue event management, which are operational;
- The development of an improved design of the entire web portal;
- Agreed implementation, resulting in higher ranking of the platform;
- Ensure data integrity and data security by implementing quality control Procedures at data entry levels;
- The final analysis report at the end of the contract detailing recommendations and proposed solution that is scalable to accommodate future growth and enhancements; and
- All related source files and documentation at the end of the contract.

V. DURATION OF CONTRACT AND PAYMENT SCHEDULE

The duration of the initial contract will be twelve (12) months, which is expected to commence in 15 March 2018 and terminate in 14 March 2019.

Timing and percent of payments for different work areas of “One-off development work to implement new changes and features” component will be determined as per the work plan, which is to be finalized in line with Section II of this TOR in a mutually agreeable manner at the onset of the contract. Payment for each deliverable shall be made upon the satisfactory completion of required services, as demonstrated in the brief progress report.

Payment for “Host the maintenance of BES-Net Web portal” component shall be made monthly upon satisfactory provision of required services, which are articulated in Section II of this TOR, and submission of monthly activity reports to the BES-Net Project Manager.

The format of the regular progress report and monthly activity report will be agreed at the start of the assignment.

Output	Percent	Timing
1. One-off development work to implement new changes and features	To be finalized as per the mutually agreed work plan	To be finalized as per the mutually agreed work plan
2. Host the maintenance of BES-Net Web portal for a year	As per the agreed monthly hosting rate	At the end of each month

VI. QUALIFICATION REQUIREMENTS

- Prior experience providing dedicated web hosting services
- Minimum five (5) years of operation
- Prior work experience with United Nations agencies and/or other international organizations

VII. CRITERIA FOR SELECTION OF THE BEST OFFER

The criteria which shall serve as basis for evaluating offers as follows:

- Combined Scoring method, where the qualifications will be weighted a maximum of 70%, and combined with the price offer which will be weighted a maximum of 30%:
 - ✓ Qualification Criteria (70% of total evaluation; maximum 70 points):
 - Expertise of the Firm (Max 20 points)**
 - Prior experience providing dedicated web hosting services (Max 10)
 - Minimum five (5) years of operation (Max 5)
 - Prior work experience with United Nations agencies and/or other international organizations (Max 5)
 - Methodology (Max 40 points)**
 - Quality of proposed workplan/methodology for one-off development work in line with the specification of assignment (Max 20)
 - Quality of web portal hosting environment (Max 10)
 - Timeliness of the implementation schedule (Max 5)
 - Availability of regular training and technical support (Max 5)
 - Management Structure and Qualification of Key Personnel (Max 10 points)**
 - Qualification and experiences of key personnel: Project Manager, Web Developer and Graphic designer as minimum requirement (Max 5)
 - Management structure (Max 5)
 - ✓ Financial Criteria (30% of total evaluation; maximum 30 points).
- Only those firms which obtained at least 70% of points in qualifications will be considered for financial proposal evaluation.

Annex 1: Specifications of Existing BESNET Web Portal Server

There are two separate Environments for: 1) Production; and 2) Quality Assurance (QA) & Testing.

Server Specifications:

- Entry Level Single Processor Hex Core Dedicated Server
- Server Platform: 32GB Single Processor Hex Core Dedicated Server QTY:1
- Processor: Intel® Xeon® Processor E5-2640, 15M Cache, 2.50 GHz, Hex Core QTY: 1
- Random Access Memory: 32GB QTY: 1
- RAID, Set 1: RAID 1 QTY: 1
- Drive Selection, Set 1: 300GB 15K SAS 3.5inch QTY: 2
- RAID, Set 2: RAID 5 QTY: 1
- Drive Selection, Set 2: 600GB 15K SAS 3.5inch QTY: 3
- Drive Partitioning: QTY: 1
- Operating System: Ubuntu 14.04 LTS QTY: 1
- Support: Server Support QTY: 1
- Backup Agent: Base Backup Agent QTY: 1
- MBU Schedule: Weekly Full + Daily Incremental QTY: 1
- MBU Retention Type: 2 Week On-site Retention (Per GB) QTY: 2400
 - Free with Managed Backup Promotion
- MBU Subscription: Unmetered Managed Backup QTY: 1
 - Two (2) free restores per server per month.
 - Automated and managed backup failure restoration

- Backup and restore times vary depending on performance and storage
- **Managed Firewall and VPN Access:** QTY: 1
 - AES Encryption
 - 100 Mbps Connectivity
 - 150 Mbps Aggregate and 10,000 Concurrent Connections
 - Stateful packet inspection
 - SSL VPN Client to Site Licenses (2)
 - Support: Cisco ASA 5505 Unlimited Support; 24x7 Monitoring, Rule Changes and 1 Hour Replacement Guarantee
 - AnyConnect SSL VPN License: AnyConnect Plus SSL VPN License - QTY: 25

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

Nairobi
January 25, 2018

To: The Deputy Country Director(Operations);

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, contract 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 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

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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>	Percentage of Total Price (Weight for payment)	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	Total	100%	

**This shall be the basis of the payment tranches*

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

[Designation]

[Date]

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.