



**REQUEST FOR QUOTATION (RFQ)
(Goods)**

	DATE: March 11, 2019
	REFERENCE: ISDA SUPPORT PROJECT Support for 'Innovation Against Corruption: Building a Citizen-Centric Service Delivery Model in Albania'

Dear Sir / Madam:

We kindly request you to submit your quotation for **"Queue Management Systems and Camera Systems"** to be used in public service delivery one stop shops at the municipal level where ADISA, the Agency for the Delivery of Integrated Services in Albania, will be setting up its multifunctional collocated service windows for central government services, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or **before March 27, 2019; 14.30 hrs** via *courier mail* to the address below:

United Nations Development Programme
Str. "Skenderbej", Gurten Center, 2nd floor, Tirana, Albania
E-mail for clarification purposes: procurement.al@undp.org
Fax No: +355 42250286
Tel No: + 355 4 2276600

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s:

Delivery Terms [INCOTERMS 2010] (Pls. link this to price schedule)	<input type="checkbox"/> FCA <input type="checkbox"/> CPT <input type="checkbox"/> CIP <input type="checkbox"/> DAP <input checked="" type="checkbox"/> Other DDU	
Customs clearance ¹ , if needed, shall be done by:	<input type="checkbox"/> UNDP <input checked="" type="checkbox"/> Supplier/Offeror <input type="checkbox"/> Freight Forwarder	
Exact Address/es of Delivery Location/s (identify all, if multiple)	ADISA co-located service windows in ten (10) municipal seat one-stop-shops in Albania, all outside of Tirana	
UNDP preferred Freight Forwarder, if any ²	N/A	
Distribution of shipping documents (if using freight forwarder)	N/A	
Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)	<input checked="" type="checkbox"/> within 8 months from the issuance of the Purchase Order (PO) <input type="checkbox"/> As per Delivery Schedule attached [if delivery will be staggered] Time: [pls. indicate] Time Zone of Reference: [pls. indicate]	
Delivery Schedule	<input checked="" type="checkbox"/> The bid should specify timeline for the earliest provision of QMS and security camera set(s), as well as the anticipated timeframe for a) installation and b) training, as well as the troubleshooting response rate within the warranty period. The provision of the requested sets is expected to be staggered over an eight (8) month period based on request by beneficiary. Additional QMS sets may be ordered.	
Packing Requirements	N/A	
Mode of Transport	<input type="checkbox"/> AIR <input checked="" type="checkbox"/> SEA	<input checked="" type="checkbox"/> LAND <input type="checkbox"/> OTHER [pls. specify]
Preferred Currency of Quotation ³	<input checked="" type="checkbox"/> United States Dollars: for international suppliers. Customs fees should be taken into consideration in the total price. <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency: for local suppliers	
Value Added Tax on Price Quotation ⁴	<input checked="" type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes	

¹ Must be linked to INCO Terms chosen.

² Depends on INCO Terms. The suggestion to use a UNDP preferred courier is only for purposes of familiarity with procedures and documentary requirements applicable to the UNDP when clearing with customs.

³ Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

⁴ This must be reconciled with the INCO Terms required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.

	<input type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
After-sales services required	<input checked="" type="checkbox"/> Warranty as specified in the Technical Specifications Annex 1 <input type="checkbox"/> Provision of Service Unit when pulled out for maintenance/ repair <input checked="" type="checkbox"/> Others - Installations, configurations and equipment needed (cable, converter, adapter, etc.) to make the Queue Management System (QMS) and Camera System (CS) fully operational at each location. Installation of QMS and CS will take place at the same time. Installation locations are all outside Tirana, Albania. - QMS Training for the beneficiary IT administrators at headquarters
Deadline for the Submission of Quotation	March 27, 2019; 14.30 hrs
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others <i>[pls. specify, including dialects, if needed]</i>
Documents to be submitted ⁵	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> A statement whether any import or export licenses are required in respect of the goods to be purchased including any restrictions on the country of origin, use/dual use nature of goods or services, including and disposition to end users; <input type="checkbox"/> Confirmation that licenses of this nature have been obtained in the past and an expectation of obtaining all the necessary licenses should the quotation be selected; <input type="checkbox"/> Quality Certificates (ISO, etc.); <input checked="" type="checkbox"/> Latest Business Registration Certificate; <input type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance; <input type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); <input checked="" type="checkbox"/> Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer); <input type="checkbox"/> Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company or the Product being supplied; <input type="checkbox"/> Complete documentation, information and declaration of any goods classified or may be classified as "Dangerous Goods". <input type="checkbox"/> Patent Registration Certificates (if any of technologies submitted in the quotation is patented by the Supplier); <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input checked="" type="checkbox"/> Others

⁵ First 2 items in this list are mandatory for the supply of imported goods

	<ul style="list-style-type: none"> - Reference of at least two successfully concluded QMS Supply and Installation projects in the past year with satisfactory completion statements from the buyer(s) - Demo for the proposed QMS. Reference to current accessible installation for proposed QMS where its functioning can be observed is preferred.
Period of Validity of Quotes starting the Submission Date	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>
Payment Terms ⁶	<input type="checkbox"/> 100% upon complete delivery of goods <input checked="" type="checkbox"/> 50% upon the installation of four (4) sets of QMS and SC; 50% upon the complete installation of the remaining sets.
Liquidated Damages	N / A
Evaluation Criteria <i>[check as many as applicable]</i>	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price ⁷ <input type="checkbox"/> Comprehensiveness of after-sales services <input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions <i>[this is a mandatory criteria and cannot be deleted regardless of the nature of services required]</i> <input type="checkbox"/> Earliest Delivery / Shortest Lead Time ⁸ <input type="checkbox"/> Others <i>[pls. specify]</i>
UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier <input type="checkbox"/> One or more Supplier, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Suppliers]</i>
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order

⁶ UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of \$30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.

⁷ UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

⁸ This shall be used for time-critical and/or exigent requirements (e.g., post-crisis emergencies, elections, etc.).

	<input type="checkbox"/> Long-Term Agreement ⁹ (if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Other Type/s of Contract [pls. specify]
Special conditions of Contract	<input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days <input type="checkbox"/> Others [pls. specify]
Conditions for Release of Payment	<input type="checkbox"/> Passing Inspection [specify method, if possible] <input checked="" type="checkbox"/> Complete Installation <input checked="" type="checkbox"/> Passing all Testing [specify standard, if possible] <input checked="" type="checkbox"/> Completion of Training on Operation and Maintenance One (1) workshop, ADISA headquarters in Tirana <input checked="" type="checkbox"/> Written Acceptance of Goods based on full compliance with RFQ requirements <input type="checkbox"/> Others [pls. specify]
Annexes to this RFQ ¹⁰	<input checked="" type="checkbox"/> Specifications of the Goods Required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3). <input type="checkbox"/> Others [pls. specify, if any] Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only) ¹¹	Procurement Unit, UNDP Albania E-mail: procurement.al@undp.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. Inquiries should be submitted by the official contact person indicated in the bidding documents.

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

⁹ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

¹⁰ Where the information is available in the web, a URL for the information may simply be provided.

¹¹ 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.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail, and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, 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 quotation. 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 Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

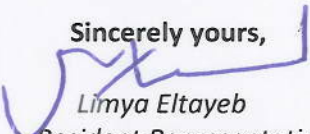
Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information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

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

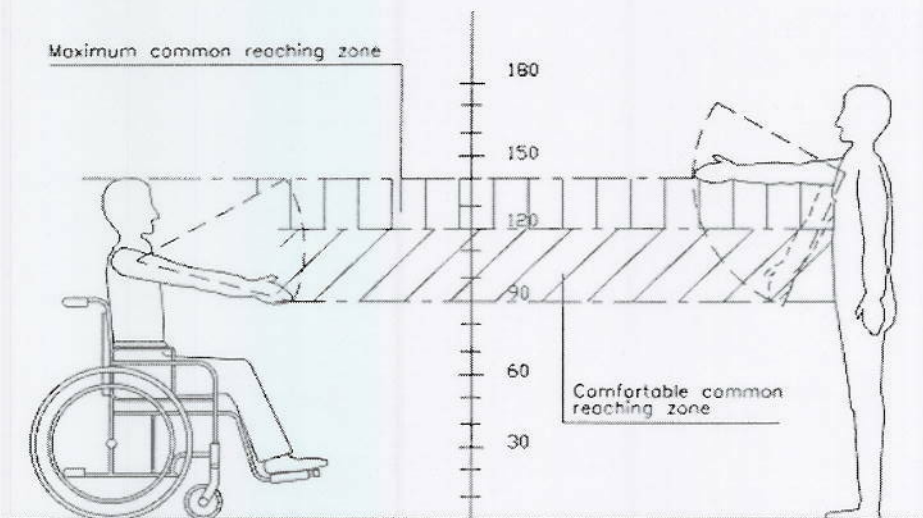
UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers 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 quotation.

Sincerely yours,

Limya Eltayeb
Resident Representative

Technical Specifications

Items to be Supplied	Quantity	Description / Specifications of Goods
A. Queue Management System	8	Queue Management System – Eight (8) sets to be used in public service delivery one stop shops at the municipal level where ADISA, the Agency for the Delivery of Integrated Services in Albania, will be setting up its multifunctional collocated service windows for central government services
		The provision of the eight sets is expected to be staggered over an eight (8) month period. Additional sets may be ordered.
		The QMS is expected to provide standard queue management with simplicity, user friendliness and ease of administration as key functional characteristics
		The QMS is expected to have the following components:
		<ul style="list-style-type: none">• Ticket Kiosk – One (1) per set, with the following characteristics:<ul style="list-style-type: none">- Touch screen with a display of at least 17 inches, with embedded accessibility features that enable usability by the elderly and handicapped persons, including but not limited to:<ul style="list-style-type: none">• highly responsive to touch by hand or any object the user may need to use such as a pen, a pointing stick or a prosthetic device,• anti-glare,• high contrast.- Ensuring that the touch screen and ticket retrieval slot are reachable by people of all heights and those sitting in a wheelchair. The comfortable range is between 1200 and 900mm (see schematics below). The maximum acceptable reach height for wheelchair users is 1400mm, but their eye heights can be as low as 1150 mm.
<div><div>Common reaching zone</div><div></div></div>		

Items to be Supplied	Quantity	Description / Specifications of Goods
		<ul style="list-style-type: none"> - Kiosk body that is sturdy and, in the color, compliant with ADISA brand requirements below. Method of color application is up to the vendor provided it is durable. - Please refer to ADISA Color Standards specified in the branding manual • LED Counter Display (wireless), minimum 4 digits – Twelve (12) pieces per set <ul style="list-style-type: none"> - The LED counter display must be visible upon 5 meters distance • Call Terminal / Keypad /Counter input device (wireless) – Twelve (12) pieces per set • Queue Management Software to ensure system management, basic statistical reports, and customization. Features include, but not limited to, the following: <ul style="list-style-type: none"> - Communication language and menu must be in Albanian, - Text to Speech capability, - Audio feedback available for successful selection of displayed options, - Enabling a clean display layout with large touch targets and easily customizable, - Allowing for display of large font and explanatory text for options to choose from, - Including a cancel button on display. • Main display monitor, full HD, with wall or ceiling mount included, at least 42 inches – Three (3) per set <ul style="list-style-type: none"> • QMS features include: <ul style="list-style-type: none"> - Option for playing multi-media advertisements; - Wireless access and LAN access; - Automatic startup/shutdown and auto play on startup; - Support for Windows/Linux operating system; - Thermal printer one color; - Printer paper format: thermal roll/automatic cut, economic, at least 1000 tickets per roll; starter kit of five (5) rolls included per QMS set; - The numbers should appear in the same time on the Counter Displays and TV Monitors; - The ticket generated by the system should contain at least the necessary elements such as: institution name, type/name of service asked for, ticket number, number of persons in queue, generated ticket time; - The System should allow the administrator to modify the details to be printed on the token; - Administrator should be able to change the promotional messages and edit the list of services and customer types displayed in the input module; - The system should allow for at least four (4) categories of queues that organize the counters/service windows. The administrator should be able to add or reduce counters or change counter/queue definitions; - In case of failure of the counter input devices / keypads, it is preferred that the system contains a basic software installed on each computer, which enables the window/counter clerk to call the next number without affecting

Items to be Supplied	Quantity	Description / Specifications of Goods
		the continuity of the service.
		<ul style="list-style-type: none"> All initial necessary installations, configurations and equipment needed (cable, converter, adapter, etc.) to make the queue management system fully operational at each location are taken over by the contractor. Installation locations are all outside Tirana, in municipal seat cities. Training for the beneficiary IT administrators at ADISA headquarters is required. Detailed documentation is required.
		Warranty: At least two (2) years
B. Camera + NVR + Storage (1 set includes 2 cameras and 1 NVR)	10 sets	<p>Camera characteristics and minimal technical values</p> <p>Camera Types: Indoor Dome</p> <p>Image Sensor: Sensor Type: CMOS Sensor; Sensor Size: 1/2.8"</p> <p>Figure Resolution: 1080p; Minimum 2MP,</p> <p>Minimum Light Sensitivity: Unit in LUX, measured in F 1.x, Color and 30 IRE or 50 IRE; Color 0.01 lux; B/W 0 lux with IR</p> <p>Shutter Speed: 1/25 to 1/10,000s</p> <p>Noise Reduction: 1/25 to 1/10,000s</p> <p>Lens Type: Varifocal</p> <p>Upper: 3 mm</p> <p>Bottom: xx mm</p> <p>Optical Zoom Ratio: Varifocal: Minimum 3x</p> <p>IR illuminators: Indoor: Minimum 15m;</p> <p>Resistance Against Vandalism: Indoor: Optional</p> <p>Water and dust proof: Indoor: Optional</p> <p>Day/Night: True Day/Night: automatic IR cut filter</p> <p>Image Stabilizer: Indoor: Yes</p> <p>Minimum Dynamic Range: Minimum 95 dB</p> <p>PTZ pan/tilt/zoom characteristics (Only for PTZ Camera): N/A</p> <p>Video compressing format: H.264</p> <p>Maximum Frame Rat (In maximum resolution): Minimum 25 fps</p> <p>Motion Detection: Yes</p> <p>Intelligent Motion Detection: Yes</p> <p>Tampering Alarm: Yes</p> <p>Other alarms: N/A</p> <p>Audio: N/A</p> <p>System compatibility: ONVIF</p> <p>Optimal working temperature: Indoor: -10°C deri +50 °C</p> <p>Multi Streaming: Min. Dual-Streaming</p> <p>Accessories:</p> <p>Power Supply: PoE (802.3af or 802.3at)</p> <p>Mounting accessories: Yes, according to camera type and mounting solution</p> <p>Warranty: 1 year</p> <p>NVR characteristics and minimal technical values</p> <p>Min. Input channels: Minimum 4 channels</p> <p>Input and output Bandwidth: 40 Mbps input; 80 Mbps output</p> <p>Maximum recording resolution: Minimum 5 MP</p>

Items to be Supplied	Quantity	Description / Specifications of Goods
		<p> Synchron playback: 4 channels Video Compressing Format: H.264 Minimum HDD: 1 HDD Capacity: SATA: 2TB, 3TB, 4TB, 6TB; HDD included: Minimum 1; Minimum 2TB in total Ethernet Port: 1x RJ45 (1000BASE-T, 100BASE-TX) USB Port: Minimum 2x USB, from which min. 1x USB 3.0; Video output: 1x HDMI; 1x VGA Audio input and output: Yes Alarm input:4 Alarm output:1 PoE interface: 4x RJ-45 10/100 Mbps self-adaptive Ethernet interfaces PoE IEEE 802.3af or IEEE 802.3at. Integrated or connected through an external Switch PoE Working Temperature: -10°C up to +50°C </p> <p>Accessories:</p> <p>Mounting accessories: All included</p> <p>Power Supply: 220 VAC / 50 Hz</p> <p>Warranty: Minimum 2 years</p>
		<p>Installation: The Camera System will be installed by the contractor at the same time and in the same premises with the QMS in eight municipal seat cities, outside of Tirana.</p> <p>Installation in two additional locations are anticipated for CS to be carried out by the contractor.</p>

FORM FOR SUBMITTING SUPPLIER'S QUOTATION¹²

(This Form must be submitted only using the Supplier's Official Letterhead/Stationery¹³)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. _____:

TABLE 1: Offer to Supply Goods Compliant with Technical Specifications and Requirements

Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price	Total Price per Item
A	Queue Management System (QMS)	8			
B	Camera + NVR + Storage (CS)	10			
	Installation (locations)	10			
	Total Prices of Goods¹⁴				
	Add: Cost of Transportation				
	Add: Cost of Insurance				
	Add: Other Charges (pls. specify)				
	Total Final and All-Inclusive Price Quotation with VAT				
	Total Final and All-Inclusive Price Quotation without VAT				

TABLE 2: Estimated Operating Costs (if applicable)

List of Consumable Item/s (Include fast moving parts, if any)	Estimated Average Consumption	Unit of Measure	Unit Price	Total Price per Item

¹² This serves as a guide to the Supplier in preparing the quotation and price schedule.

¹³ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

¹⁴ Pricing of goods should be consistent with the INCO Terms indicated in the RFQ

TABLE 3: Offer to Comply with Other Conditions and Related Requirements

Other Information pertaining to our Quotation are as follows:	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Delivery Lead Time			
Estimated weight/volume/dimension of the Consignment:			
Country/ies Of Origin ¹⁵ :			
Warranty and After-Sales Requirements			
a) QMS training for the beneficiary IT administrators at headquarters			
b) Minimum two (2) years warranty for QMS			
c) Minimum one (1) year warranty for the Security Cameras			
d) Minimum two (2) year warranty for the NVR			
e) Initial installations, configurations and equipment needed (cable, converter, adapter, etc.) to make the queue management system and the security cameras fully operational at each location. Installation locations are all outside Tirana.			
f) Brand new replacement if Purchased Unit is beyond repair			
Validity of Quotation			
All Provisions of the UNDP General Terms and Conditions			
Other requirements <i>[pls. specify]</i>			

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

[Name and Signature of the Supplier's Authorized Person]
[Designation]
[Date]

¹⁵ If the country of origin requires Export License for the goods being procured, or other relevant documents that the country of destination may require, the supplier must submit them to UNDP if awarded the PO/contract.

General Terms and Conditions

1. ACCEPTANCE OF THE PURCHASE ORDER

This Purchase Order may only be accepted by the Supplier's signing and returning an acknowledgement copy of it or by timely delivery of the goods in accordance with the terms of this Purchase Order, as herein specified. Acceptance of this Purchase Order shall effect a contract between the Parties under which the rights and obligations of the Parties shall be governed solely by the terms and conditions of this Purchase Order, including these General Conditions. No additional or inconsistent provisions proposed by the Supplier shall bind UNDP unless agreed to in writing by a duly authorized official of UNDP.

2. PAYMENT

- 2.1 UNDP shall, on fulfillment of the Delivery Terms, unless otherwise provided in this Purchase Order, make payment within 30 days of receipt of the Supplier's invoice for the goods and copies of the shipping documents specified in this Purchase Order.
- 2.2 Payment against the invoice referred to above will reflect any discount shown under the payment terms of this Purchase Order, provided payment is made within the period required by such payment terms.
- 2.3 Unless authorized by UNDP, the Supplier shall submit one invoice in respect of this Purchase Order, and such invoice must indicate the Purchase Order's identification number.
- 2.4 The prices shown in this Purchase Order may not be increased except by express written agreement of UNDP.

3. TAX EXEMPTION

- 3.1 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 utilities 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 UNDP's exemption from such taxes, duties or charges, the Supplier shall immediately consult with UNDP to determine a mutually acceptable procedure.
- 3.2 Accordingly, the Supplier authorizes UNDP to deduct from the Supplier's invoice any amount representing such taxes, duties or charges, unless the Supplier has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Supplier to pay such taxes, duties or charges under protest. In that event, the Supplier shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

4. RISK OF LOSS

Risk of loss, damage to or destruction of the goods shall be governed in accordance with Incoterms 2010, unless otherwise agreed upon by the Parties on the front side of this Purchase Order.

5. EXPORT LICENCES

Notwithstanding any INCOTERM 2010 used in this Purchase Order, the Supplier shall obtain any export licences required for the goods.

6. FITNESS OF GOODS/PACKAGING

The Supplier warrants that the goods, including packaging, conform to the specifications for the goods ordered under this Purchase Order and are fit for the purposes for which such goods are ordinarily used and for purposes

expressly made known to the Supplier by UNDP, and are free from defects in workmanship and materials. The Supplier also warrants that the goods are contained or packaged adequately to protect the goods.

7. INSPECTION

7.1 UNDP shall have a reasonable time after delivery of the goods to inspect them and to reject and refuse acceptance of goods not conforming to this Purchase Order; payment for goods pursuant to this Purchase Order shall not be deemed an acceptance of the goods.

7.2 Inspection prior to shipment does not relieve the Supplier from any of its contractual obligations.

8. INTELLECTUAL PROPERTY INFRINGEMENT

The Supplier warrants that the use or supply by UNDP of the goods sold under this Purchase Order does not infringe any patent, design, trade-name or trade-mark. In addition, the Supplier shall, pursuant to this warranty, indemnify, defend and hold UNDP and the United Nations harmless from any actions or claims brought against UNDP or the United Nations pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising in connection with the goods sold under this Purchase Order.

9. RIGHTS OF UNDP

In case of failure by the Supplier to fulfil its obligations under the terms and conditions of this Purchase Order, including but not limited to failure to obtain necessary export licences, or to make delivery of all or part of the goods by the agreed delivery date or dates, UNDP may, after giving the Supplier reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

9.1 Procure all or part of the goods from other sources, in which event UNDP may hold the Supplier responsible for any excess cost occasioned thereby.

9.2 Refuse to accept delivery of all or part of the goods.

9.3 Cancel this Purchase Order without any liability for termination charges or any other liability of any kind of UNDP.

10. LATE DELIVERY

Without limiting any other rights or obligations of the parties hereunder, if the Supplier will be unable to deliver the goods by the delivery date(s) stipulated in this Purchase Order, the Supplier shall (i) immediately consult with UNDP to determine the most expeditious means for delivering the goods and (ii) use an expedited means of delivery, at the Supplier's cost (unless the delay is due to Force Majeure), if reasonably so requested by UNDP.

11. ASSIGNMENT AND INSOLVENCY

11.1. The Supplier shall not, except after obtaining the written consent of UNDP, assign, transfer, pledge or make other disposition of this Purchase Order, or any part thereof, or any of the Supplier's rights or obligations under this Purchase Order.

11.2. Should the Supplier become insolvent or should control of the Supplier change by virtue of insolvency, UNDP may, without prejudice to any other rights or remedies, immediately terminate this Purchase Order by giving the Supplier written notice of termination.

12. USE OF UNDP OR UNITED NATIONS NAME OR EMBLEM

The Supplier shall not use the name, emblem or official seal of UNDP or the United Nations for any purpose.

13. PROHIBITION ON ADVERTISING

The Supplier shall not advertise or otherwise make public that it is furnishing goods or services to UNDP without specific permission of UNDP in each instance.

14. CHILD LABOUR

The Supplier represents and warrants that neither it nor any of its affiliates 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.

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

15. MINES

The Supplier represents and warrants that neither it nor any of its affiliates 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.

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

16. 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, or relating to this Purchase Order 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. Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Purchase Order or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Section within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

Nothing in or related to these General Terms and Conditions or this Purchase Order shall be deemed a waiver of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. SEXUAL EXPLOITATION:

18.1 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.

- 18.2 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.

19.0 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.

20. AUTHORITY TO MODIFY:

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