



REQUEST FOR PROPOSAL (FOR LESS THAN USD 100,000.00)

INSTRUCTIONS TO USERS OF THIS DOCUMENT

1. This document is UNCDF's standard for Request for Proposal (RFP) to be used when UNCDF solicits Proposals for the procurement of a broad range of **relatively low-valued services**, i.e., when the expected **contract value will NOT exceed USD 100,000.00**.
2. In lieu of writing a full Terms of Reference (TOR), the Requisitioner may simply fill out the appropriate sections of Annex 1 (***Description of Requirements***). If the information requested by a specific row in the data table in Annex 1 is not relevant to the required services, or are already clearly stated in a comprehensive TOR provided by the Requisitioner, then the said row may be deleted.
3. Only UNCDF staff who are familiar with UNCDF's procurement principles, policies and procedures, specifically Procurement Officers, must finalize this RFP, after the Requisitioner has defined their requirements. In the unlikely event that a non-procurement staff will be tasked to finalize this RFP, he/she must be guided by a Procurement Officer knowledgeable on the UNCDF procurement principles, policies and procedures.
4. UNCDF staff preparing this RFP must fill up the spaces and table cells provided with the necessary and correct information, indicating "N/A" if not applicable to the RFP. Where there are choices listed, the appropriate choice must be checked/ticked, and the non-applicable options deleted from the list. Additional information may be provided as and when the circumstances and the nature of the services and arrangements require.
5. It is important that the General Terms and Conditions (Annex 3) **be attached at all times** to any and all RFPs of this nature to be released by UNCDF.
6. Other instructions pertaining to specific pages and sections of the RFP have been indicated as footnotes on that same page. UNCDF staff who will be tasked to finalize this RFP are requested to pay close attention to them and be guided accordingly.
7. For any questions regarding the use of this RFP, Procurement Officers may send an email to psd.info@undp.org

<p>This first page of the document is intended for UNCDF staff only. UNCDF staff preparing the final RFP must ensure that this page is <u>not</u> included in the RFP that will be transmitted to Prospective Service Providers</p>
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REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

	DATE: May 17, 2019
	REFERENCE:

Dear Sir / Madam:

We kindly request you to submit your Proposal for [implementation of Salesforce platform within UNCDF](#).

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

Proposals may be submitted on or before **Friday, May 31, 2019** via email to the address below:

**United Nations Capital Development Fund
Two United Nations Plaza, 26th Floor
New York, NY 10017**

c/o Fernando Zarauz
(Fernando.zarauz@uncdf.org)

Your Proposal must be expressed in [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 UNCDF 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 UNCDF 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 UNCDF, 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 UNCDF'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 UNCDF after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNCDF 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 UNCDF, herein attached as Annex 3.

Please be advised that UNCDF 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.

UNCDF'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/procurement/protest.shtml>.

UNCDF encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNCDF 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.

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

Fernando Zarauz
KM & Communications Analyst
5/14/2019

Description of Requirements

Context of the Requirement	Salesforce implementation of high-performance solutions
Implementing Partner of UNCDF	No
Brief Description of the Required Services ¹	The organization currently uses a licensed Salesforce platform for basic contact and account information tasks. The task at hand is to develop high performing solutions on the Salesforce platform, to provide insights in advanced business analysis, conduct needs assessments, configure apps as required, and also assist in key functions involving staff development, training and on-going client support.
List and Description of Expected Outputs to be Delivered	<ul style="list-style-type: none"> • Relationship tracker. BTCA engages with a wide range of stakeholders through different ways, hence the need for a user-friendly tool, accessible, easily updated and searchable. <ol style="list-style-type: none"> 1. Consult with BTCA to get the details of what they need to track, develop this into a plan for the data structures and workflows and review this with the team. 2. Research the available tools and services (SalesForce) and propose the way that BTCA could implement to find which best suits their requirements. 3. Import data from BTCA's Excel spreadsheets, tweaking the data structures and workflows as required 4. Either directly train BTCA team over Skype or develop training videos and documentation for the team - including a link to the email accounts. 5. Store BTCA's contacts in a way to allow automated use and management for all future campaigns, Newsletters & updates; 6. Deliver design/solution which will allow regular update and management of all contacts imported from either business cards, the meetings, and most importantly emails;

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.

	<p>7. Set up the CRM tool(s), build in the data structures and workflows, create user accounts and permissions and prepare for use by the BTCA team. Set up dashboards and reports allowing management to track key performance indicators over time.</p> <p>8. Train BTCA's Team to develop an expertise to manage the Sales Force going forward.</p> <ul style="list-style-type: none"> • Contact tracker service. Configure and set up a contact tracker service that includes a roster of government and corporate accounts/agencies and contacts, UNCDF focal points, levels and roles, regions, activity and results of interactions with contacts and focal points. • Agreement tracker. Keep track of any concluded funding or non-funding agreement (e.g. cost-sharing agreement, memorandum of understanding) that is related to a project or initiative to track milestones, payments and other related time-bound aspects of the agreement. • Opportunities tracker. Manage opportunities and projects per government or account that lead to conclude funding or non-funding agreements. These opportunities are to be consolidated in a pipeline. • Event management tracker. Track event details, dates and invitees to simplify and organize the logistics of planning meetings and events. • Document Management services. Store documents and manage records related to accounts, agreements and contacts in an intuitive file management system with document versioning, top-level security. • Reporting service. Create business reports and visual charts that give more insight into our operations to track progress towards UNCDF goals.
Person to Supervise the Work/Performance of the Service Provider	<i>KM & Communications Analyst</i>
Frequency of Reporting	<i>Weekly</i>
Progress Reporting Requirements	Reporting of progress will be on a weekly basis, with payment being tied to completion of specific deliverables.

Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location (The service provider will NOT be required to report regularly or be present at a certain office during the work.)
Expected duration of work	17 Weeks
Target start date	15 June 2019
Latest completion date	20 December 2019
Travels Expected	N/A
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i>
Facilities to be Provided by UNCDF (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input 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 type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days

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

	In exceptional circumstances, UNCDF 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 <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 ³	Please see TOR for payment terms.
Person(s) to review/inspect/approve outputs/completed services and authorize the disbursement of payment	<i>KM & Communications Analyst and BTCA Management Specialist</i>
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively, where the minimum passing score of technical proposal is 70% <input checked="" type="checkbox"/> Full acceptance of the UNCDF Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	Technical Proposal (70%) <input checked="" type="checkbox"/> Expertise of the Firm <i>[indicate percentage]</i> <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan <i>[indicate percentage]</i>

³ UNCDF 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, UNCDF shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNCDF, in the same amount as the payment advanced by UNCDF to the Service Provider.

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$100,000.00.

	<input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel <i>[indicate percentage]</i> Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNCDF.
UNCDF will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁶ <input checked="" type="checkbox"/> Detailed TOR
Contact Person for Inquiries (Written inquiries only) ⁷	Fernando Zarauz Knowledge Management and Communications Analyst fernando.zarauz@uncdf.org Any delay in UNCDF's response shall be not used as a reason for extending the deadline for submission, unless UNCDF determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information <i>[pls. specify]</i>	

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ 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.

⁷ This contact person and address is officially designated by UNCDF. If inquiries are sent to other person/s or address/es, even if they are UNCDF staff, UNCDF shall have no obligation to respond nor can UNCDF confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[insert: Location]

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNCDF in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNCDF 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 UNCDF 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 UNCDF, 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.

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. **Qualifications of Key Personnel**

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

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

D. **Cost Breakdown per Deliverable***

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	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]

Terms of Reference

I. Background & Objectives

The UN Capital Development Fund makes public and private finance work for the poor in the world's 47 least developed countries (LDCs).

With its capital mandate and instruments, UNCDF offers "last mile" finance models that unlock public and private resources, especially at the domestic level, to reduce poverty and support local economic development.

UNCDF's financing models work through two channels: **financial inclusion** that expands the opportunities for individuals, households, and small businesses to participate in the local economy, providing them with the tools they need to climb out of poverty and manage their financial lives; and **localized investments** that show how fiscal decentralization, innovative municipal finance, and structured project finance can drive public and private funding that underpins local economic expansion and sustainable development.

Based in UNCDF, the Better Than Cash Alliance (BTCA) is a partnership of governments, companies and international organizations that accelerates the transition from cash to digital payments in order to reduce poverty and drive inclusive growth by:

- Advocating for the transition from cash to digital payments in a way that advances financial inclusion and promotes responsible digital finance.
- Catalyzing the development of inclusive digital payments ecosystems in member countries to reduce costs, increase transparency, advance financial inclusion-- particularly for women-- and drive inclusive growth; and
- Conducting research and sharing the knowledge and experiences of our members to inform strategies for making the transition.

Billions of dollars in cash payments and transfers are made daily in emerging and developing economies, including payment of salaries, social welfare and relief, payments to suppliers, remittances, etc. The problems with these cash payments include a lack of transparency, accountability and security, as well as inefficiency.

Furthermore, the individuals who receive the cash payments are often part of the 1.7 billion excluded from the formal financial sector. This means they are excluded from access to a range of appropriate and affordable financial services to help them save safely take advantage of economic opportunities and reduce their vulnerability to risk.

Shifting these payments from cash to digital has the potential to improve the lives of low-income people, particularly women, while giving governments, the development community and the private sector a more transparent, time and cost efficient, and often-safer means of disbursing payments.

The Better Than Cash Alliance Team's Core Values are the following:

- Achieving together
- Striving for excellence
- Service oriented
- Results oriented

II. Scope of Services

The organization currently uses a licensed Salesforce platform for basic contact and account information tasks. The task at hand is to develop high performing solutions on the Salesforce platform, to provide insights in advanced business analysis, conduct needs assessments, configure apps as required, and also assist in key functions involving staff development, training and on-going client support.

UNCDF is seeking Salesforce Developers who will work closely with staff to ensure the timely and effective delivery of Salesforce requirements in a variety of contexts. The Developers are responsible for managing all aspects of Salesforce.com (SFDC) including configuration, customization and implementation of applications and 3rd party integrations.

The Salesforce Developer Specialist will be responsible for collaborating with internal stakeholders and team members to build solutions in SFDC that support business requirements and processes for continuous improvement.

- Functional knowledge of Salesforce.com data structure and understanding of how to leverage the tool to meet complex process and reporting requirements.
- Design, develop, test, document, and deploy high quality business solutions on the SFDC platform based on industry best practices as well as business needs.
- Manage the process of implementing improvements and new functionality in SFDC application.
- Deliver support and solutions for break/fix issues.
- Communicate and collaborate with other technical resources and stakeholders regarding status, technical issues and creative solutions.
- Perform ongoing Salesforce administration (create accounts / profiles, defining fields, updating layouts, reports, dashboards etc.) and development.
- Ability to support Salesforce.com configuration tasks such as field/page updates, workflows, automated approvals.
- Handle numerous projects/priorities using proven project management methodologies and sound development practices to ensure the quality delivery of enterprise solutions.
- Monitor Salesforce.com usage for compliance.
- Maintain security for Salesforce.com data.
- Interface with business analysts and technical staff and be responsible for delivering complete work products.
- Implement App Exchange platforms.
- Research and development of new Salesforce.com prototypes and applications.
- Research and keep current on force.com technologies and communicates trends and future needs from a business perspective.
- Perform maintenance and troubleshooting of applications.
- Work with teams to analyze business requirements, translating those requirements in to customized solutions using the Salesforce platform.
- Implement Salesforce solutions that adhere to platform best practices, and perform peer code reviews. Typical Salesforce implementations include custom platform development (Apex, Visualforce, Lightning Components), integrations with back office systems (often through the use of middleware tools) and

complex data migrations. Experience in one or more of these aspects of a Salesforce project is a must.

- Lead development workstreams, from design through testing and deployment, often working with junior members of the team both offshore and onshore.
- With project leadership, assist in the estimation of work effort, determination of required resources, and set a realistic schedule for development.
- Maintain effective client relations and rapport - delivering timely and relevant information with the ability to quickly identify and report project risks.
- Post-delivery - assists client teams in supporting the live application and perform handoff and knowledge transfer activities, positioning our staff for long term success.

III. Outputs/Deliverables

- **Relationship tracker.** BTCA engages with a wide range of stakeholders through different ways, hence the need for a user-friendly tool, accessible, easily updated and searchable.
 9. Consult with BTCA to get the details of what they need to track, develop this into a plan for the data structures and workflows and review this with the team.
 10. Research the available tools and services (SalesForce) and propose the way that BTCA could implement to find which best suits their requirements.
 11. Import data from BTCA's Excel spreadsheets, tweaking the data structures and workflows as required
 12. Either directly train BTCA team over Skype or develop training videos and documentation for the team - including a link to the email accounts.
 13. To store BTCA's contacts in a way to allow automated use and management for all future campaigns, Newsletters & updates;
 14. To deliver design/solution which will allow regular update and management of all contacts imported from either business cards, the meetings, and most importantly emails;
 15. Set up the CRM tool(s), build in the data structures and workflows, create user accounts and permissions and prepare for use by the BTCA team. Set up dashboards and reports allowing management to track key performance indicators over time.
 16. To train BTCA's Team to develop an expertise to manage the Sales Force going forward.
- **Contact tracker service.** Configure and set up a contact tracker service that includes a roster of government and corporate accounts/agencies and contacts, UNCDF focal points, levels and roles, regions, activity and results of interactions with contacts and focal points.
- **Agreement tracker.** Keep track of any concluded funding or non-funding agreement (e.g. cost-sharing agreement, memorandum of understanding) that is related to a project or initiative to track milestones, payments and other related time-bound aspects of the agreement.
- **Opportunities tracker.** Manage opportunities and projects per government or account that lead to conclude funding or non-funding agreements. These opportunities are to be consolidated in a pipeline.

- **Event management tracker.** Track event details, dates and invitees to simplify and organize the logistics of planning meetings and events.
- **Document Management services.** Store documents and manage records related to accounts, agreements and contacts in an intuitive file management system with document versioning, top-level security.
- **Reporting service.** Create business reports and visual charts that give more insight into our operations to track progress towards UNCDF goals.

IV. Institutional Arrangement

- The work of the service provider will be directly supervised by the Management Specialist (BTCA) and the Knowledge Management and communications Analyst (PPC) who will approve outputs delivered and certify payments. The Managing Director (BTCA) and the Head of Partnerships, Policy and Communications (PPC) will be the approving authorities for this contract.
- The frequency of progress reporting will be set initially on a weekly basis and adjusted as often as needed.

V. Duration of the Work

- The contract shall be for an initial period of one (1) year, renewable yearly for a total of 3 years based on satisfactory performance and approved delivered outputs.
- An estimated lead time for UNCDF or implementing partners to review outputs, give comments, approve or certify acceptance of outputs is 3-7 days.
- The deadline for the completion of this work is not later than 20 December 2019.

VI. Location of Work

- The Service Provider will NOT be required to report regularly or be present at a certain office during the work.

VII. Schedule of Payments

The key outputs or milestone activities for which payments will be made, the corresponding percentage of the contract price that will be paid on a monthly basis as per agreed fee.

Target Completion	Deliverables	Payment terms in % of total contract price
3 June 2019	Relationship tracker	20%
3 June 2019	Contact tracker service	10%
15 July 2019	Agreement tracker	10%
3 June 2019	Opportunities tracker	10%
30 August 2019	Event management tracker	10%

30 September 2019	Document Management services	20%
30 September 2019	Reporting service	20%
TOTAL		100%

Deliverables/Outputs	Description of deliverable/outputs	Review & approvals Required Prior to authorization of payment
Deliverable 1	Relationship tracker	BTCA/PPC
Deliverable 2	Contact tracker service	BTCA/PPC
Deliverable 3	Agreement tracker	BTCA/PPC
Deliverable 4	Opportunities tracker	BTCA/PPC
Deliverable 5	Event management tracker	BTCA/PPC
Deliverable 6	Document Management services	BTCA/PPC
Deliverable 7	Reporting service	BTCA/PPC

Any delay in the completion of the outputs, if not attributed to the performance of the consultant, shall be addressed through a no-cost time extension.

VIII. Minimum Qualification

The service provider must have successfully serviced private sector or public organizations. The provider must have a proven record of successfully supporting and enhancing Salesforce CRM.

Basic Qualifications:

- Bachelor of Science degree or foreign equivalent in Information Systems, Computer Science, Computer Engineering, Software Engineering or a related field
- Minimum 3 years of experience with the Salesforce platform, specifically: development with Apex, VisualForce, Lightning, and Force.com; salesforce administration, release management, and deployment; salesforce products and licensing models;
- Management of Salesforce.com sandboxes, including their integrations; Chatter, Communities, and other Salesforce apps; and Salesforce.com best practices, support mechanisms, procedures, and limitations.

Preferred Qualifications:

- Salesforce.com Service Cloud and Sales Cloud experience
- Solution Architect experience on implementation projects
- Force.com platform experience
- Data Migration experience
- Additional Salesforce.com Certifications
- Background with architecture concepts (integration styles, architecture styles, patterns)
- Experience with Oracle-Siebel
- Agile and Iterative experience

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 Capital Development Fund (UNCDF). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNCDF or the United Nations.

2.0 SOURCE OF INSTRUCTIONS:

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

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 UNCDF.

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 UNCDF for all sub-contractors. The approval of UNCDF 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 UNCDF 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, UNCDF, 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 UNCDF as additional insured;
 - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNCDF;
 - 8.4.3** Provide that the UNCDF 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 UNCDF 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 UNCDF 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 UNCDF shall rest with UNCDF and any such equipment shall be returned to UNCDF at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNCDF, 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 UNCDF 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 UNCDF 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 UNCDF 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 UNCDF.

- 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 UNCDF does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNCDF 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 UNCDF; 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 UNCDF 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 UNCDF, shall be made available for use or inspection by the UNCDF at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNCDF authorized officials on completion of work under the Contract.

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

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNCDF, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNCDF or THE United Nations, or any abbreviation of the name of UNCDF 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 UNCDF, 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 UNCDF sufficient prior notice of a request for the disclosure of Information in order to allow the UNCDF 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 UNCDF 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 UNCDF, 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 UNCDF 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 UNCDF 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 UNCDF 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 UNCDF 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** UNCDF reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNCDF 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 UNCDF under this Article, no payment shall be due from UNCDF 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 UNCDF 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 UNCDF 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 UNCDF to determine a mutually acceptable procedure.
- 18.2** Accordingly, the Contractor authorizes UNCDF to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNCDF before the payment thereof and the UNCDF 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 UNCDF 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 UNCDF to terminate this Contract immediately upon notice to the Contractor, at no cost to UNCDF.

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 UNCDF to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNCDF.

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 UNCDF 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 UNCDF 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 UNCDF, only the UNCDF Authorized Official possesses the authority to agree on behalf of UNCDF 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 UNCDF unless provided by an amendment to this Contract signed by the Contractor and jointly by the UNCDF Authorized Official.