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| **This project is funded**  **by the European Union** |

**REQUEST FOR PROPOSAL (RFP 97/2019)**

**(For Low-Valued Services)**

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| Requesting Project: **EU financed project “Improving Municipal Governance”** | DATE: September 5, 2019 |
| **REFERENCE: RFP 97/2019** for design and carrying out public opinion survey on citizens’ satisfaction with local services |

Dear Sir / Madam:

We kindly invite you to submit your Proposal in MKD, VAT presented separately for the “Design and carrying out public opinion survey on citizens’ satisfaction with local services**”** in a sealed envelope to the address below:

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

Proposals may be submitted on or before **12 September 2019, 10am** to the address below:

[UNDP](mailto:........@undp.org)

**RFP 97/2019 for** **“Public Opinion Survey”**

Str. Jordan H. K. Drzinot 23,

1000 Skopje

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

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

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

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

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

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

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

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

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

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

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

**Thank you and we look forward to receiving your Proposal.**

**Description of Requirements**

|  |  |
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| Implementing Partner of UNDP |  |
| Brief Description of the Required Services | Design and carrying out public opinion survey on citizens’ satisfaction with local services**”** |
| List and Description of Expected Outputs to be Delivered | As per Terms of References – **Annex I** |
| Person to Supervise the Work/Performance of the Service Provider | UNDP Project Manger |
| Frequency of Reporting | *n/a* |
| Progress Reporting Requirements | As per the TOR |
| Expected duration of work | 1 month from Contract signing (01st of October – 31st of October 2019) |
| Target start date | as of 01st of October 2019 |
| Travels Expected | It is the Contractor’s responsibility to anticipate and plan for necessary travel at their own expense. |
| Special Security Requirements | N/A |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | N/A |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | Required |
| Qualifications of the Service Provider will be assessed based on the documents to be submitted: | 1. Company profile 2. Reference list of relevant projects 3. Methodology and approach 4. CV’s of experts and Availability Confirmation Form 5. The financial offer (in MKD) should be VAT exempt |
| Currency of Proposal | MKD |
| Value Added Tax on Price Proposal | VAT presented separately |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | 120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal. |
| Partial Quotes | Not permitted |
| Payment Terms[[1]](#footnote-1) | |  |  |  |  | | --- | --- | --- | --- | | Outputs | Percentage | Timing | Condition for Payment Release | | After successful submission of deliverable 1 and 2; | 50% | by 15 October 2019 | Payment will be based on a lump sum, in two instalments. | | After successful submission of deliverables 3 and 4 | 50% | by 15 Novermber 2019 | |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Programme Officer of UNDP |
| Criteria for Contract Award | Lowest Price Quote among technically responsive offers  Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)  Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterium 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 | **Combined Scoring**  **Technical Proposal (max. 700 points)**  company profile  Methodology and approach  Proposed experts  **Financial Proposal (max.300 points)**  To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP. (300 points)  The aggregate score will determine the contract award. |
| UNDP will award the contract to: | One and only one Service Provider  One or more Service Providers, depending on the following factors |
| Type of Contract to be Signed | Purchase Order  Contract Face Sheet (Goods and-or Services)  Other Type/s of Contract |
| Contract General Terms and Conditions[[2]](#footnote-2) | General Terms and Conditions for contracts (goods and/or services)  General Terms and Conditions for de minimi contracts  Applicable Terms and Conditions are available at:  <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html> |
| Annexes to this RFP[[3]](#footnote-3) | Detailed TOR (Annex 1)  Form for Submission of Proposal (Annex 2)  Evaluation Criteria (Annex 3) |
| Contact Person for Inquiries  (Written inquiries only)[[4]](#footnote-4) | *Procurement.mk@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. |
| Other Information *[pls. specify]* |  |

**Annex 1**

**TERMS OF REFERENCE**

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| **Job Title:** | Specialized company for design and carrying out public opinion survey on citizens’ satisfaction with local services |
| **Project:** | 00089220 “Improving Municipal Governance”, funded by the European Union and implemented by UNDP. |
| **Duty Station:** | Skopje |
| **Starting Date:** | 01 October 2019 |
| **Expected End of the Assignment:** | 15 November 2019 |

**1. BACKGROUND**

The decentralization process initiated with the Ohrid Framework Agreement in 2001 has transferred abundant statutory responsibilities to the municipal level, including for primary and secondary education, culture, and most social and communal services. However, many municipalities still struggle to provide adequate services to their constituents.

The project “Improving municipal governance” aims to improve people’s lives at the local level by providing municipalities with the tools they need to secure sufficient funds and manage them more efficiently and transparently; to design and deliver public services that are more responsive to citizens’ needs; and take on additional responsibilities to develop social services that directly address the needs of vulnerable groups.

The project is funded by the European Union and is implemented by UNDP in partnership with the Ministry of Local Self-Government, the Ministry of Finance and the municipalities.

To understand citizen perceptions and measure progress in addressing community needs, one of the main outputs of the project is to collect comprehensive information on citizens’ satisfaction with local government services. For that purpose, UNDP is seeking to hire a specialized company to design and implement a comprehensive citizens’ satisfaction survey on a representative sample of respondents.

**2. OBJECTIVES**

The main objective of the assignment is to build on the design of the 2017 and 2018 public opinion survey and implement public opinion survey on citizens’ satisfaction with local services for 2019. The assignment will result in creation of basic indicators for the citizens’ perceptions on the quality of local service delivery. This will define the input parameters for areas of service delivery that need and are expected to be improved. This set of activities at the same time represent one of the tools of the official Methodology for Monitoring of the Implementation of the Decentralization Programme and related Action Plan.

**3. TASKS (SCOPE OF WORK)**

Based on the above-described objective of the assignment, the selected company shall work on the following set of tasks, in close cooperation with the responsible staff from UNDP:

* **Preparation of the respondents list by application of a representative sampling method**

The company will be required to provide technical and field-based services to carry out a national public opinion poll including preparation and presentation of the methodology for sampling and data collection. This basic infrastructure will comprise a randomly representative list of respondents who will be invited to participate in the public opinion poll. The polling will be based on a stratified random sample representative of the entire country. The polling shall be done independently and cannot be part of an omnibus survey. The polling is expected to be carried out by face-to-face interviews. A balance will have to be struck between increased accuracy of the poll (confidence interval of 95%) and increased costs, so that the margin of error is no greater than 5%. There will be a requirement also to disaggregate findings along developmentally relevant lines (including by gender, age, ethnicity, location and income).

* **Designing a structured questionnaire (public opinion poll questions adapted)**

Once the respondents list is established, the company shall develop and finalize the list of poll questions. The poll questions will have to be discussed with UNDP for inputs and clearance. UNDP will provide the contractor with a copy of the questionnaire used for the survey conducted last year. UNDP will also provide the contractor with a list of topics of interest for the poll which will serve as a basis for defining the specific questions. In this process, it should be ensured that the poll questions address service-delivery decentralization indicators pertinent to issues of relevance to the citizens. Specific emphasis in the poll/survey should be given to indicators for the quality and scope of local services as well as citizens' needs related to any lack of services and/or the need for improvements through the use of ICT and local partnerships. UNDP will expect bidders to indicate the optimum number and types of questions suited to the polling methodology. The final list of questions shall be prepared in English and will have to be approved by UNDP, which will consult with relevant stakeholders.

* **Carrying out the public opinion poll**

Once the poll questions are agreed with and cleared by UNDP, the company will be expected to gather information via face-to-face interviews. A core team for the polling exercise shall be established along with a network of polling staff. The core polling team, together with the relevant staff from UNDP shall provide instructions/guidance to the network of polling staff (surveyors) and appoint controllers for quality assurance. The polling shall be anonymous, but evidence shall be provided that all methodological diligence has been applied to ensure representativeness of the sample. As per the standard contract terms of UNDP, all data thus generated shall be the property of UNDP.

Once the questionnaire has been approved by UNDP the company shall conduct pilot test of the questionnaire. The purpose of the pilot testing is to assure that the questionnaire is clear and understandable to the respondents, and the length of time required to administer the questionnaire is reasonable. The company should report back to UNDP on the findings of the pilot test and discuss any possible changes to the questionnaire.

* **Preparation of a report on the research and the findings of public opinion poll**

Based on the research and the findings of the poll, the company shall prepare an integral report, including quantitative and qualitative analysis of responses and analysis of relevant demographic data.

The report should also include cross-reference with the results from the findings in the 2018 -2019 Report on Implementation of the 2018-2020 Action Plan of the Decentralization Programme prepared in accordance with the Decentralization Monitoring Methodology (to be provided by UNDP). Furthermore, the company shall include comparative analysis using the results from the surveys conducted in 2017, 2018 and 2019. The comparative analysis shall be prepared as narrative brief included as separate part in the final report and shall also include data visualization of the results. UNDP will provide the company with data sets of the previous two surveys conducted in 2017 and 2018. The report should be prepared in three languages, Macedonian, Albanian and English language. The final report should also include brief description of that what these survey results mean in the context of responsibilities of the municipalities and on citizens’ satisfaction with local services.

Based on the above scope of work, the contract **deliverables are as follows:**

1. Prepared detailed methodology taking into account the 2018 methodology and schedule of work and finalization of the respondents list/sampling.
2. Adapted and improved poll questionnaire design.
3. Carried out poll as per the agreed methodology.
4. Prepared final integral report including the completed questionnaires and data aggregation and analysis.

All deliverables will be subject to final clearance and contingent upon quality assurance by the UNDP.

**5. DURATION OF THE ASSIGNMENT**

The overall duration of this assignment is estimated to cover the period between 01 October to 15 November 2019. In its proposal, the company should propose the timeline for indicated deliverables within the given overall timeframe for this assignment.

**6. QUALIFICATIONS/SELECTION CRITERIA**

The selection of the company will be made based on the submitted proposal as well as the following levels of experience and qualifications:

*Requirements for the company*

* Demonstrated organizational competence and experience with polling and an outstanding track record of working on complex multidisciplinary projects (list of reference projects shall be included i.e. a list of at least 5 large (country-wide) and relevant surveys based on representative statistical sample of the population and by using face to face method over the past 5 years. Demonstrated organizational capacity to produce and analyse high quality and accurate data.
* Proven experience in working with national and/or local institutions, and with local governments. Experience in working with international institutions will be an asset.

*Team’s qualifications*

* A qualified expert team shall be assigned as per the qualification requirements:

**The team shall have a Team Leader and a minimum of 2 additional experts.** For all team members, the list of relevant projects/assignments shall be indicated. The CVs of the technical/administrative staff shall be included in the proposal as well.

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|  | **Team members**  **and/or**  **areas of expertise** | **Qualification requirements** |
| **1.** | **Team Leader** | * Minimum a master’s degree in social sciences or other relevant fields * At least 5 years of professional experience particularly as relates to statistics and random sampling/ analysis * Proven experience as a project/team Leader working on minimum 5 relevant projects (List of relevant projects/assignments shall be indicated) |
| **2.** | **Expert (x 2)** | * Minimum University degree (political science, statistics, other related/relevant field) Advanced degree will be an asset. * At least 3 years of relevant experience in polling, statistics, data analysis including a minimum of three relevant * Proven experience on at least 3 relevant assignments/projects.   (List of relevant projects/assignments shall be indicated) |

NOTES:

* Failure to provide adequate expertise is considered grounds for disqualification

**Financial proposal**

The financial proposal shall specify a total lump sum amount quoted in MKD and amounts per deliverables

For each deliverable, the financial proposal shall include a breakdown of the amount (including travel, per diems, and number of anticipated working days). All envisaged travel costs should be included in the financial proposal.

Any output and activities described in the offer but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.

**Annex 2**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[5]](#footnote-5))***

Skopje

September 5, 2019

To: UNDP Procurement Unit

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP 97/2019 dated 9/5/2019 , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

1. *The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP. The technical proposal must highlight the prior experience of the bidder in the area of polling. Bidders should include a list of prior relevant projects/polls and information on the scope, clients and date of implementation/duration.*
2. **Methodology and approach**

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| --- |
| *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 concept will be appropriate to the local conditions and context of the work.*  *The schedule of work should be prepared against the deliverables and include timeline for all activities. The approach to development of the survey shall be based on the principles of representativeness and seeking to balance depth and strength of data with costs and design and carrying out the poll. The methodology should include indications of any related technical specifications, timelines, risk identification and mitigation measures, and such other aspects necessary for the successful implementation of this contract. Included also will be the means by which the poll results can be disaggregated.* |

1. **Qualifications of Key Personnel as per TOR requirements**:

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

1. *Names and qualifications of the experts that will perform the services under this TOR*
2. *CV s reflecting their relevant experience as per the TOR requirements.*
3. *Availability Confirmation* 
   1. ***Availability confirmation form*** (to be filled by all proposed experts)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name, last name), agree that the entity \_\_\_\_\_\_\_\_\_\_\_\_\_ (name of the applicant entity) will use my CV for the tender application under this RFP

I declare that the information provided in my CV is accurate, and I am able to provide relevant evidence (reference letters, job contracts, etc.) upon request.

If the entity \_\_\_\_\_\_\_\_\_\_\_\_\_ (name of the applicant entity), is selected for contract, I agree to be available under the conditions given in the ToR.

Name and last name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(as in your ID document)

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The Financial offer must be presented per Deliverables in the TOR**

**TABLE 1: Offer to Supply Services Compliant with TOR**

To: UNDP

Dear Sir/Madam:

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to deliver supervisory services in conformity with **RFQ 97/2019 for “**Design and carrying out public opinion survey on citizens’ satisfaction with local services**”**

|  |  |  |
| --- | --- | --- |
| **Item No.** | **Description of services** | **Price in MKD, VAT excluded** |
| 1 | Deliverable 1 |  |
| 2 | Deliverable 2 |  |
| 3 | Deliverable 3 |  |
| 4 | Deliverable 4 |  |
| **TOTAL** | |  |

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

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

*[Designation]*

**Annex 3: *Evaluation criteria***

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 700 points in the evaluation of the technical proposals (expertise of the firm in similar projects, methodology and approach and qualifications of the staff with relevant experience) and the price has allocated 300 points.

Contract will be awarded to the company with the highest aggregate score based on technical and financial proposal.

**Technical Evaluation Table**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Summary of Technical Proposal Evaluation Forms** | | **Score Weight** | **Points Obtainable** | **A** | **B** | **C** | **D** | **E** | **F** | **G** |
| 1. | Expertise of Firm / Organization |  | 200 |  |  |  |  |  |  |  |
| 2. | Proposed Methodology, Approach and Implementation Plan |  | 300 |  |  |  |  |  |  |  |
| 3. | Management Structure and Key Personnel |  | 200 |  |  |  |  |  |  |  |
|  | **Total** | | **700** |  |  |  |  |  |  |  |

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| Technical Proposal Evaluation  **Form 1** | | Maximum Points obtainable |
|
| **Expertise of the Firm/Organization** | | |
| 1.1 | Demonstrated organizational competence and experience with polling and an outstanding track record of working on complex multidisciplinary projects (list of reference projects shall be included i.e. a list of at least 5 large (country-wide) and relevant surveys based on representative statistical sample of the population and by using face to face method over the past 5 years. Demonstrated organizational capacity to produce and analyse high quality and accurate data. | 130 |
| 1.2 | Proven experience in working with national and/or local institutions, and with local governments. Experience in working with international institutions will be an asset. | 70 |
|  | | **200** |

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| --- | --- | --- |
| Technical Proposal Evaluation  **Form 2** | | Maximum Points obtainable |
| **Proposed Methodology, Approach and Implementation Plan** | | |
| 2.1 | To what degree does the Proposer understand the task? Is the scope of task well defined and does it correspond to the TOR? | 80 |
| 2.2 | Have the important aspects of the task been addressed in sufficient detail? | 40 |
| 2.3 | Is the proposal based on understanding the work and the project and was this data input properly used in the preparation of the proposal? | 90 |
| 2.4 | Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project? | 90 |
|  |  | **300** |

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| **3.1** | **Team Leader** |  |  | **Maximum obtainable points** |
|  | **Qualifications of the Project Leader** | **YES/NO for minimum requirements** |  |  |
|  | Educational background: Minimum a master’s degree in social sciences or other relevant fields |  |  | 20 |
|  |
| Proven experience as a project/team Leader working on minimum 5 relevant projects |  |  | 30 |
|  |
| At least 5 years of professional experience particularly as relates to statistics and random sampling/ analysis |  |  | 30 |
|  |
|  | **Max points:** |  | **80** |
| **3.2** | **Expert (1)** |  |  |  |
| **Qualifications of the Experts** | | **YES/NO for minimum requirements** |  |  |
|  | Educational background: Minimum University degree (political science, statistics or other relevant field) |  |  | 15 |
|  |
| At least 3 years of relevant experience in polling, statistics and data analysis |  |  | 25 |
|  |
|  | Proven experience on at least 3 relevant assignments/projects |  |  | 20 |
|  |
|  |
|  | **Max points:** |  | **60** |
| 3.3 | **Expert (2)** |  |  |  |
| **Qualifications of the Experts** | | **YES/NO for minimum requirements** |  |  |
|  | Educational background: Minimum University degree (political science, statistics or other relevant field) |  |  | **15** |
|  | At least 3 years of relevant experience in polling, statistics and data analysis |  |  | **25** |
|  | Proven experience on at least 3 relevant assignments/projects |  |  | **20** |
|  |  | **Max. points** |  | **60** |
|  |  | **TOTAL** |  | **700** |

Offeror’s response to the solicitation document is evaluated and points are attributed based on how well they meet the defined desirable criteria.

A proposal shall be considered non-responsive and rejected, if it fails to substantially satisfy the requirements of the TOR, or it fails to achieve a minimum technical score (70% of 700 points or 490 points) as specified in the RFP.

The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 700 points in the evaluation of the technical proposals.

The offer with the lowest price will receive the total 300 points. Other offers with higher prices will receive their respective scores according the following formula:

Lowest Bid

               ------------------- x 300

                Proposed Bid

The proposal will be awarded with the highest aggregate score based on technical and financial proposal. The remaining financial proposals of Offeror’s whose technical proposals are deemed unacceptable or unqualified shall remain unopened can be returned back to the vendor.

**Important note:** UNDP reserves the right to withdraw the Request for Proposals without making a selection during the selection process, having ascertained that the financial proposals submitted to this bid are exceeding the set ceiling for this assignment.

1. *UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding $30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.* [↑](#footnote-ref-1)
2. *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.*  [↑](#footnote-ref-2)
3. *Where the information is available in the web, a URL for the information may simply be provided.* [↑](#footnote-ref-3)
4. *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.* [↑](#footnote-ref-4)
5. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-5)