



REQUEST FOR PROPOSAL (RFP)

UNDP Istanbul Regional Hub for Europe and the CIS Key Plaza, Abide-i Hürriyet Cd. İstiklal Sk. No/11, Şişli, 34381, Istanbul, Turkey	DATE: 30.01.2015
	REFERENCE: 2015/01/RFP – Supporting small enterprises in producing wood biomass fuel in Bosnia and Herzegovina

Dear Sir / Madam:

We kindly request you to submit your Proposal for **2015/01/RFP – Supporting small enterprises in producing wood biomass fuel in Bosnia and Herzegovina**

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

Proposals may be submitted on or before **16:00 CET, 13 February, 2015** via courier mail to the address below:

UNDP Istanbul Regional Hub for Europe and the CIS
Key Plaza, Abide-i Hürriyet Cd. İstiklal Sk. No/11, Şişli, 34381, Istanbul, Turkey
Mr. Murat Akin, Procurement Manager

Your Proposal must be expressed in the English, 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 attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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

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

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.

Andrey Pogrebnyak
Operations Manager
30/01/2015

Description of Requirements

Context of the Requirement	<p>The project “BiH Biomass Energy for Employment and Energy Security” is directly implemented by UNDP Bosnia and Herzegovina Country Office.</p> <p>The key project objective is the reduction of CO₂ emissions by installing biomass boilers in public buildings in specific micro-region. These activities aim at the creation of sustainable markets for biomass energy. Domestic benefits include job creation, reduced emissions, and improved quality of heating. At the outset the project is targeting the education sector (primary schools) in the three municipalities of Srebrenica region (Srebrenica, Bratunac, Milići).</p> <p>The project activities are tackling the identified barriers to the widespread and market-based growth of modern biomass energy. These activities are contributing to following project outcomes:</p> <ul style="list-style-type: none"> • <i>Increased market demand for biomass energy</i> • <i>Strengthened and expanded sustainable biomass fuel supply markets</i> • <i>Policy makers, financial sector, fuel and technology suppliers and niche markets convinced of benefits and market opportunities for biomass energy</i> <p>The proposed project is enhancing local experience and awareness of biomass energy providing a firm foundation for these issues to be addressed in the context of larger initiatives to address energy, forest and business policies and legislation.</p> <p>This project is removing market barriers to the adoption of sustainable biomass energy services in rural areas of Bosnia and Herzegovina through market transformation, enhancing job creation, community poverty reduction and local energy security.</p> <p>This project has been implemented since end of 2009 and has already brought additional domestic benefits to Bosnia and Herzegovina, including environmental, social and economic enhancements. The project duration is expected to continue until the end of 2015. The budget of the project has totaled to around 1 100 000 USD, with the majority of the funds (approximately 960 000 USD) being funded from the Global Environment Facility.</p>
Brief Description of the Required Services	<p>The development and implementation of policies related to wood biomass use, hence support to the private sector in Bosnia and Herzegovina still face a lot of challenges, including weaknesses in the legal and institutional framework, lack of capacities for the elaboration of sound environmental and economic analysis for policy priorities and elaboration of programmes and plans, as well as securing substantive financing sources for implementation of approved programs and projects.</p> <p>The study tour to the Czech Republic will support the representatives of the B&H wood biomass practitioners and private sector with first-hand experience and</p>

	<p>lessons learned from the successful Czech experience related to starting a small enterprise/business related to production of wood biomass fuel which will feed into the further enhancement of the private sector development in this field (in B&H) and expand on potential international network of actors. . The planned visits to the production facilities will add value in terms of introduction of technologies used, market value chains developed and lessons learned from the Czech Republic.</p> <p>The added value of Czech expertise would consist of knowledge transfer in relation to the current renewable energy circumstances in the EU, accession process related to targets of renewable energy and how Czech Republic has adopted to the requirements of EU in this sense. Additionally, added value would be direct contact with the Czech companies and transfer of their experiences to the local biomass network members in B&H for potential future business cooperation. The planned visits to the production facilities will add value in terms of introduction of technologies used, market value chains developed and lessons learned from the Czech Republic. These lessons learned and good practice sharing would contribute to future renewable energy sector of B&H as well as the economic development and network establishment of both countries.</p> <p>Please find the specific study tour parameters in the attached Terms of Reference.</p>
List and Description of Expected Outputs to be Delivered	<p>Study tour to Czech Republic</p> <ul style="list-style-type: none"> - Develop a plan for the Study Tour in Czech Republic, including the study goals and expected results, agenda, list of entities to be met, basic information on the visits, sites, etc. (Preliminary Report) - Facilitate and provide the logistic of the study tour including identifying and booking suitable accommodation and meals, organizing local transportation services, interpretation, communication, meeting rooms/facilities, etc. - Provide pocket money to 90 persons - Organize all meetings during the study tour, including one orientation/introductory meeting for participants at the beginning of the study tour, follow the agreed agenda to the point and conclude with a debriefing meeting. - Prepare a Study Tour Report covering the topics discussed and institutions visited.
Person to Supervise the Work/Performance of the Service Provider	UNDP CO BiH GEF Project Manager and UNDP Czech Trust Fund Manager ("Supervisors")
Frequency of Reporting	The Contractor will report directly to the Supervisors. During the fulfilment of their works, the Contractor will ensure regular communication with Supervisors prior to the delivery of expected results. The Contractor shall ensure quality and timely delivery of the expected results, and will regularly inform the Supervisors of the progress as well as any obstacles that might occur.
Progress Reporting Requirements	The following documents are to be submitted to the Supervisors in English (electronic format).

	<ol style="list-style-type: none"> 1. Preliminary Report on Study Tour 2. Final Study Tour Report (also in print to the Czech-UNDP Trust Fund Manager together with a financial statement)
Location of work	Czech Republic, Prague
Expected duration of work	Approx. Mid- February- Mid-May 2015 (with the study tour to be held in March 2015)
Target start date	20.02.2015
Latest completion date	20.05.2015
Travels Expected	Prague, Czech Republic
Facilities to be Provided by UNDP (i.e. must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Participants' return flight tickets <input checked="" type="checkbox"/> Costs of UNDP Programme/Project staff
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of Value Added Tax (VAT) and other applicable indirect taxes Bidders shall take into account the following issues, while preparing their bids: UN and its subsidiary organs are exempt from all taxes. Therefore bidders shall prepare their bids excluding VAT. It is the Bidder's responsibility to learn from relevant authorities (Ministry of Finance) and/or to review/confirm published procedures and to consult with a certified financial consultant as needed to confirm the scope and procedures of VAT exemption application as per VAT Law, Ministry of Finance's General Communiqués and all other related legislation.
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 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	<input checked="" type="checkbox"/> Not permitted																	
Payment Terms	<table border="1"> <tr> <th>Deliverables</th><th>Target Delivery date</th><th colspan="2">Instalments, % (upon UNDP's approval of satisfactory services), payable within 30 days</th></tr> <tr> <td>Preliminary Report on Study Tour</td><td>28 February 2015</td><td colspan="2">30%</td></tr> <tr> <td>Final Report</td><td>20 April 2015</td><td colspan="2">70%</td></tr> </table>				Deliverables	Target Delivery date	Instalments, % (upon UNDP's approval of satisfactory services), payable within 30 days		Preliminary Report on Study Tour	28 February 2015	30%		Final Report	20 April 2015	70%			
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Preliminary Report on Study Tour	28 February 2015	30%																
Final Report	20 April 2015	70%																
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Supervisors.																	
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services																	
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution). Only proposals that achieve at least 70% on the technical part will be considered as technically compliant. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion 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	<table border="1"> <tr> <th rowspan="2">Summary of Technical and Financial Proposal Evaluation</th><th>Points Obtainable</th><th colspan="3">Company/Entity/Others</th></tr> <tr> <td></td><th>A</th><th>B</th><th>C</th></tr> <tr> <td></td><td></td><td></td><td></td><td></td></tr> </table>				Summary of Technical and Financial Proposal Evaluation	Points Obtainable	Company/Entity/Others				A	B	C					
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1.	Expertise of Firm / Organization submitting Proposal	20			
2.	Proposed Work Plan and Approach	20			
3.	Personnel	30			
Total for technical proposal		70			
Total for financial proposal		30			
TOTAL – max obtainable points		100			

Technical Proposal (70%)

The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of Firm / Organisation Submitting Proposal
Form 2: Proposed Work Plan and Approach
Form 3: Personnel

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity		
			A	B	C
Expertise of firm / organisation submitting proposal					
1.1	Reputation of Organisation and Staff (Competence / Reliability) / Previous work for major multilateral/ or bilateral programmes/ References/Green and CSR policy	5			
1.2	Experience with organising study tours, trainings and workshops for foreign participants; experience in conducting the above in the area of renewables (and biomass specifically) will be an asset	5			
1.3	Available technical and human resources	5			
1.4	Track record of at least three relevant projects, experience from Western Balkans is an asset.	5			
Total Part 1		20			

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity		
			A	B	C
Proposed Work Plan and Approach					

	2.1	Is the scope of task well defined and does it correspond to the TOR?	5			
	2.2	Is the methodology of elaboration of requested documents well prepared and complex?	5			
	2.3	Is the proposal well structured, work plan clear and is the sequence of activities logical, realistic and promise efficient implementation to the project?	5			
	2.4	Have the important aspects of the task been addressed in sufficient detail?	5			
	Total Part 2		20			
	Technical Proposal Evaluation Form 3			Points Obtainable	Company / Other Entity	
					A	B
						C
	Personnel					
	3.1	Education level of personnel	10			
	3.2	Proven track record in organizing events such as orientation visits, meetings and study tours, involving foreign officials and stakeholders; ability to collaborate on capacity development projects involving wide range of partners; experience with UNDP will be an asset	5			
	3.3	Expertise in the area of environment and energy (specifically biomass)	5			
	3.4	Language skills	5			
	3.5	Excellent analytical, presentation and reporting skills and other technical skill	5			
	Total Part 3		30			
<u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.						
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider					

Annexes to this RFP	<p> <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Financial Proposal (Annex 3) – THIS MUST BE SUBMITTED IN A SEPARATE ENVELOPE <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 4)¹ <input checked="" type="checkbox"/> Detailed TOR (Annex 5) </p> <p>In addition to 2 x hard copy, please also provide all the information on CD-R</p>
Contact Person for Inquiries (Written inquiries only) ²	<p> Mr. Murat Akin Procurement Manager Procurement.irh@undp.org </p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

¹ 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.

² 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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)

Offeror's location

Date

To: **UNDP Istanbul Regional Hub for Europe and the CIS, Key Plaza, Abide-i Hürriyet Cd. İstiklal Sk. No/11, Şişli, 34381, Istanbul, Turkey**

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- d) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- e) *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.

³ *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.*

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

TERMS OF REFERENCES

A. PROJECT TITLE

“Supporting small enterprises in producing wood biomass fuel in Bosnia and Herzegovina”

B. PROJECT DESCRIPTION

General Background:

The project “BiH Biomass Energy for Employment and Energy Security” is directly implemented by UNDP Bosnia and Herzegovina Country Office.

The key **project objective** is the reduction of CO₂ emissions by installing biomass boilers in public buildings in specific micro-region. These activities aim at the creation of sustainable markets for biomass energy. Domestic benefits include **job creation, reduced emissions, and improved quality of heating**. At the outset the project is targeting the education sector (primary schools) in the three municipalities of **Srebrenica region** (Srebrenica, Bratunac, Milići).

The project activities are tackling the identified barriers to the widespread and market-based growth of modern biomass energy. These activities are contributing to following project outcomes:

- *Increased market demand for biomass energy*
- *Strengthened and expanded sustainable biomass fuel supply markets*
- *Policy makers, financial sector, fuel and technology suppliers and niche markets convinced of benefits and market opportunities for biomass energy*

The proposed project is enhancing local experience and awareness of biomass energy providing a firm foundation for these issues to be addressed in the context of larger initiatives to address energy, forest and business policies and legislation.

This project is removing market barriers to the adoption of sustainable biomass energy services in rural areas of Bosnia and Herzegovina through market transformation, enhancing job creation, community poverty reduction and local energy security.

This project has been implemented since end of 2009 and has already brought additional domestic benefits to Bosnia and Herzegovina, including environmental, social and economic enhancements. The project duration is expected to continue until the end of 2015. The budget of the project has totaled to around 1 100 000 USD, with the majority of the funds (approximately 960 000 USD) being funded from the Global Environment Facility.

Specific Background:

The development and implementation of policies related to wood biomass use, hence support to the private sector in Bosnia and Herzegovina still face a lot of challenges, including weaknesses in the legal

and institutional framework, lack of capacities for the elaboration of sound environmental and economic analysis for policy priorities and elaboration of programmes and plans, as well as securing substantive financing sources for implementation of approved programs and projects.

The study tour to the Czech Republic will support the representatives of the B&H wood biomass practitioners and private sector with first-hand experience and lessons learned from the successful Czech experience related to starting a small enterprise/business related to production of wood biomass fuel which will feed into the further enhancement of the private sector development in this field (in B&H) and expand on potential international network of actors. . The planned visits to the production facilities will add value in terms of introduction of technologies used, market value chains developed and lessons learned from the Czech Republic.

The added value of Czech expertise would consist of knowledge transfer in relation to the current renewable energy circumstances in the EU, accession process related to targets of renewable energy and how Czech Republic has adopted to the requirements of EU in this sense. Additionally, added value would be direct contact with the Czech companies and transfer of their experiences to the local biomass network members in B&H for potential future business cooperation. The planned visits to the production facilities will add value in terms of introduction of technologies used, market value chains developed and lessons learned from the Czech Republic. These lessons learned and good practice sharing would contribute to future renewable energy sector of B&H as well as the economic development and network establishment of both countries.

C. SCOPE OF SERVICES, EXPECTED OUTPUTS AND TARGET COMPLETION

Biomass project implementation unit seeks a Service Provider that have the capacity to prepare and organize the study tour by showing successful lessons from the field for the members of the established biomass association in B&H and private sector members of the relevant field. **Total number of participants is 9 (including 2 UNDP Managers who will be travelling on their own costs).**

The **Overall Objective** of the assignment is to strengthen capacities for efficient use of wood residues through creating of business environment and preconditions for start of small businesses for production of biomass fuels with overall objective of enhancement of entrepreneurship network through strengthening of biomass producers supply and job creation. Transfer of knowledge and expertise from the on-site successful SMEs in the Czech Republic.

The overall outcome is related to raising awareness and use of biomass fuel and energy efficiency and to presentation of best practices from EU, all in the milieu of economic gain and prosperity of the region and small entrepreneurs. The key outcome is the strengthening of regional entrepreneurship by creation of preconditions for self-employment and job creation within biomass fuel producers' niche.

More specifically, the requested consultancy services will consist in the following:

- Training for potential biomass fuel producers (knowledge transfer from the existing Czech small and medium enterprises on the field) in the segments of Czech Republic biomass sector circumstances (institutional, economic, technical, social) including common technologies used, economic and financial investment benchmarks and parameters, biomass market value chain (pros and cons) and lessons learned.

-Presentation of the potential of wood residues use and growing biomass fuel market in the Czech Republic, as well as in the SEE region and the EU – presentation of the good practice from the Czech Republic in the form of challenges faced and lessons learned (knowledge transfer).

-Entrepreneurship presentation and introduction to development of business plan and presentation of local Czech successful business plans

Main topics to be covered during the study visit:

- National Legal framework in the field of wood biomass utilization and financial mechanisms
- Current renewable energy circumstances in the EU with a special focus on wood biomass
- Czech Republic biomass sector circumstances (institutional, economic, technical, social)
- Accession process related to targets of renewable energy and Czech Republic adopting the requirements of EU
- Presentation and hands-on experience on experiences of the local Czech companies (lessons learned and good/bad practice sharing)
- Potential of wood residues use and growing biomass fuel market in the Czech Republic
- Biomass market value chain (pros and cons)
- Introduction to development of business plan and presentation of local Czech successful business plans
- Operational and technical issues related to management of a wood biomass SME, enhancement of its operations, technologies used, challenges and recommendations

The assignment will require the completion of the following tasks:

#	DELIVERABLES	INDICATIVE ACTIVITIES
Stage I: Preparatory Activities (approx. second half of February 2015)		
1.	<p>Output 1.1: Endorsed final Study Tour Agenda</p> <p>Output 1.2: Support in acquiring visa for the participants</p> <p>Output 1.3: Ensured all related logistical arrangements (accommodation, materials, site visits confirmation, etc.)</p>	<p>Develop the final draft of agenda</p> <ul style="list-style-type: none"> • Propose priority areas of the Study Tour (topics and case selection justification, detailed description of the topics to be covered and the modality of presenting the information) • Formal arrangements with the institutions to be visited and experts/officials/actors to be consulted • Development of study tour materials, documents and guidelines (translated into Bosnian local language/s) for handing out to the participants • Propose a social events programme (e.g. dinner, sightseeing or similar) and other activities (informal meetings, discussions, etc.) <p>Logistical preparation for the study tour</p> <ul style="list-style-type: none"> • Assistance with visa procedures (invitation letters) • Airport pick up arrangements

#	DELIVERABLES	INDICATIVE ACTIVITIES
		<ul style="list-style-type: none"> Accommodation arrangements (3 stars and more, single rooms) Domestic transportation arrangements Lunch and dinner arrangements for the whole study tour (3 meals per day) Interpretation arrangements (translation of materials and simultaneous translation into Bosnian local language/s)
Stage II: Organization of the Study Tour (Binding: March 2015, i.e. in the heating season)		
2.	Output 2: Study tour, one week (4 working days + 1,5 days related to arrival/departure) of study tour programme	Organization of the study tour in accordance with the endorsed agenda <ul style="list-style-type: none"> Pick up from the airport and transportation to the hotel Agenda implementation: travel to agreed institutions, site visits, presentations/lectures, social events, etc. Final roundtable to discuss the study visit results, including evaluation Transportation to airport
Stage III: Project Implementation Reporting (approx. April 2015)		
3.	Output 3.1: Final report	Preparation of database of Czech experts and relevant institutions which can be used for further consultations and networking Elaboration and submitting the final progress report <ul style="list-style-type: none"> Submission of Final report in English and with the electronic copy. In addition to the final report all training and study visit materials and participants' evaluation should be submitted

D. DURATION OF WORK

The implementation of all activities (preparation, implementation and reporting) should not exceed 3 months.

E. LOCATION OF WORK

Czech Republic: Prague (for learning national legal and strategic framework, for presentation of best practices and business plans) and rural municipalities (to visit the proposed implemented best cases projects)

F. INSTITUTIONAL ARRANGEMENT

The Service provider will be supervised by UNDP CO BiH GEF Project Manager and UNDP Czech Trust Fund Manager. The progress reports will be presented on a 'deliverable base' and at the requirement of UNDP and are subject to approval by both the GEF Project Manager and the Trust Fund Manager.

G. QUALIFICATIONS OF THE SUCCESSFUL SERVICE PROVIDER AT VARIOUS LEVELS

The Service Provider should have the following qualifications:

- Officially registered legal entity or consortium of legal entities.
- At least 3 years of experience in preparation and facilitation of study tours, trainings or workshops for foreign participants ; experience in conducting the above in the area of renewables (and biomass specifically) will be considered as an asset
- Possesses technical and human resources for successful implementation of the assignment and/or has capacities to subcontract external consultants or NGOs/companies.
- Track record of at least three relevant projects, experience from the Western Balkans or the South-East Europe preferred.

The staff involved in implementation should meet the following qualification criteria (The minimum no. of the project staff is two – a Project Manager and an Environmental Expert):

- ❖ The Environmental Expert should have an advanced (MA) degree in Economics, Environment or similar field; the Project Manager should have a Bachelor degree or working experience equivalent
- ❖ Minimum 5 year of working experience on environment issues; proven record of consultancy services/facilitation in the field of wood biomass and enhancement of its utilization
- ❖ Proven track record in organizing international events such as orientation visits, meetings and study tours inviting foreign officials and stakeholders; experience with UN agencies an asset
- ❖ Ability to collaborate on capacity development projects involving a diverse range of partners, and in cooperation with various stakeholders - strong preference will be given to those with experience in the Western Balkans or the South-East Europe;
- ❖ Excellent analytical, presentation and reporting skills;
- ❖ Excellent command of English language is obligatory; knowledge of B&H local languages will be considered as an asset

H. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL (see also the respective Section of the solicitation documents.

Technical proposal should include the following:

- Information regarding the organization
- Complete programme study visit – including topics to be covered in theoretical part (lectures, presentations, discussions, etc.), experts to be consulted, visits to selected institutions/companies with brief reasoning of selection of the respective institution/company, other proposed activities (informal meetings, roundtables, discussions, etc.) and social event (e.g. dinner, sightseeing, or similar);
- Proposed time schedule for the activities to be carried out as per the ToR;
- Description of topics and areas to be covered in study materials, guidelines, etc. for handing over to the participants;

- Methodology of training and study tour evaluation;
- Description of general logistics – what type of transport (public transport, rented mini/bus,...) will be used, type of accommodation (single rooms are required) and other services provided, including type of premises for lectures, technical equipment, refreshments, etc.;
- CVs of project team and invited experts;

In addition to 1 hard copy, please also provide all the information on CD-R. Two separate CDs are required for technical proposal and financial proposal.

General Terms and Conditions for Services

1.0 LEGAL STATUS:

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

2.0 SOURCE OF INSTRUCTIONS:

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

3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

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

4.0 ASSIGNMENT:

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

5.0 SUB-CONTRACTING:

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

6.0 OFFICIALS NOT TO BENEFIT:

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

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any

nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.4.1 Name UNDP as additional insured;

8.4.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

8.4.3 Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0 ENCUMBRANCES/LIENS:

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

10.0 TITLE TO EQUIPMENT:

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

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

11.1 Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the

Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

- 11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.
- 11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.
- 11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

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

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

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

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

- 13.1** The recipient ("Recipient") of such information shall:
 - 13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,
 - 13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.
- 13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:
 - 13.2.1** any other party with the Discloser's prior written consent; and,

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

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

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

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

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

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

13.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

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

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

14.2 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

14.3 Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

15.0 TERMINATION

- 15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.
- 15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.
- 15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

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

shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

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

18.0 TAX EXEMPTION

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

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

19.0 CHILD LABOUR

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

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

20.0 MINES:

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

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

21.0 OBSERVANCE OF THE LAW:

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

22.0 SEXUAL EXPLOITATION:

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

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

23.0 AUTHORITY TO MODIFY:

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