



Empowered lives.
Resilient nations.

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

| | |
|------------------------|---------------------------|
| To whom it may concern | DATE: 8 April 2015 |
| | REFERENCE: MyRFP_2015_003 |

Dear Sir / Madam:

We kindly request you to submit your **Proposal for Facilitation of UNDP-GSSC Retreat 2015**.

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

Proposals may be submitted on or before **Monday, 20 April 2015 @ 12 noon** to the address below:

United Nations Development Programme
Wisma UN, Block C, Kompleks Pejabat Damansara, Jalan Dungun, 50490 Kuala Lumpur
Procurement Unit

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 UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. All proposals should be submitted in hard copies (2 copies – 1 original and 1 copy) and a softcopy CD.

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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

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

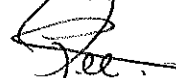
<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Patrick Pee

Assistant Resident Representative

[8 April 2015]

Description of Requirements

| | | | | |
|---|---|---|--|----------------|
| Context of the Requirement | Facilitator for the 2015 UNDP-GSSC Retreat | | | |
| Brief Description of the Required Services | The role of the facilitator is to facilitate and moderate the UNDP-GSSC retreat which will have a strong focus on team integration during the expansion/transition phase. | | | |
| List and Description of Expected Outputs to be Delivered | <ul style="list-style-type: none"> • Proposal – including work plan, proposed methodology, resources needed and logistics for the activities (2 full days i.e. ½ day on the Day 1, Day 2 and ½ day on Day 3) • Refining the draft agenda for the retreat • Facilitation to achieve the retreat objectives • Preparation and submission of a summary report on the retreat including Evaluation Report. Listing of Action or follow up points. | | | |
| Person to Supervise the Work/Performance of the Service Provider | Deputy Chief, UNDP GSSC | | | |
| Frequency of Reporting | Not Applicable | | | |
| Progress Reporting Requirements | Not Applicable | | | |
| Location of work | <input checked="" type="checkbox"/> Exact Address – Malacca | | | |
| Expected duration of work | 2 days plus 1 day of preparatory meeting | | | |
| Target start date | ASAP | | | |
| Latest completion date | May 2015 | | | |
| Travels Expected | Destination/s | Estimated Duration | Brief Description of Purpose of the Travel | Planned Date/s |
| | Malacca | 2 days (½ day on the Day 1, Day 2 and ½ day on Day 3) | Facilitation of the retreat | 20-22 May 2015 |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | <input checked="" type="checkbox"/> Hotel and Retreat venue (1 twin-sharing accommodation for 2 pax will be provided by UNDP for 2 nights i.e. 20 th May and 21 st May) | | | |
| 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"/> Local Currency (Malaysian Ringgit) | | | |
| Validity Period of Proposals (Counting for the last day of submission of quotes) | <input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension | | | |

| | in writing, without any modification whatsoever on the Proposal. | | | | | | | | | | | | | | | | | |
|---|---|-----------------------------|--|--|---------|------------|--------|-------------------------------|---|-----|-----------------------------|--|-------------------------|-----|----------------------------|---|-----|-----------------------|
| Partial Quotes | <input checked="" type="checkbox"/> Not permitted | | | | | | | | | | | | | | | | | |
| Payment Terms | <table><tr><th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr><tr><td>Submission and acceptance of Final Retreat Agenda</td><td>20%</td><td>2 weeks before retreat date</td><td rowspan="3">Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.</td></tr><tr><td>Facilitation of Retreat</td><td>50%</td><td>Upon completion of retreat</td></tr><tr><td>Submission and acceptance of final report</td><td>30%</td><td>2 weeks after retreat</td></tr></table> | | | | Outputs | Percentage | Timing | Condition for Payment Release | Submission and acceptance of Final Retreat Agenda | 20% | 2 weeks before retreat date | Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. | Facilitation of Retreat | 50% | Upon completion of retreat | Submission and acceptance of final report | 30% | 2 weeks after retreat |
| Outputs | Percentage | Timing | Condition for Payment Release | | | | | | | | | | | | | | | |
| Submission and acceptance of Final Retreat Agenda | 20% | 2 weeks before retreat date | Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. | | | | | | | | | | | | | | | |
| Facilitation of Retreat | 50% | Upon completion of retreat | | | | | | | | | | | | | | | | |
| Submission and acceptance of final report | 30% | 2 weeks after retreat | | | | | | | | | | | | | | | | |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Deputy Chief, UNDP GSSC | | | | | | | | | | | | | | | | | |
| 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) <input checked="" type="checkbox"/> Full acceptance of the UNDP 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 | <u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm (10%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (30%) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel – please provide CV of the lead facilitator and CVs of the supporting team (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 | <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <input checked="" type="checkbox"/> Detailed TOR (Annex 4) | | | | | | | | | | | | | | | | | |

| | |
|---|---|
| Contact Person for Inquiries (Written inquiries only) | <i>Procurement Unit</i> <i>procurement.my@undp.org</i> 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 <i>[pls. specify]</i> | N/A |

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[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 UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

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

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

¹ This serves as a guide to the Service Provider in preparing the Proposal.

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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]*

General Terms and Conditions for Services

1.0 LEGAL STATUS:

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

2.0 SOURCE OF INSTRUCTIONS:

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

3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

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

4.0 ASSIGNMENT:

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

5.0 SUB-CONTRACTING:

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

6.0 OFFICIALS NOT TO BENEFIT:

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

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

- 8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:
 - 8.4.1** Name UNDP as additional insured;
 - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
 - 8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0 ENCUMBRANCES/LIENS:

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

10.0 TITLE TO EQUIPMENT:

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

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

- 11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.
- 11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the

Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

11.3 At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

11.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

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

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

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

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

13.1 The recipient ("Recipient") of such information shall:

13.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

13.1.2 use the Discloser's Information solely for the purpose for which it was disclosed.

13.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

13.2.1 any other party with the Discloser's prior written consent; and,

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

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

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

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

- 13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.
- 13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.
- 13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.
- 13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- 14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.
- 14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.
- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract.

15.0 TERMINATION

- 15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.
- 5.2** 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.

UNDP Global Shared Service Centre Retreat Terms of Reference for Retreat Facilitation

1. Background

The United Nations Development Program Global Shared Service Centre (GSSC) officially commenced its operations at Cyberjaya, Malaysia, in January 2012. The GSSC serves over 170 Country Offices, Regional Bureaus and Headquarters in support of the adoption of the International Public Sector Accounting Standards (IPSAS) namely in the areas of asset management, expense management and revenue recognition. Operated by approximately 40 locally recruited staff (majority of whom are certified accountants), as well as 7 international staff, the GSSC provides business process standardization, timely and effective transactions and value added customer services which reduces the burden of IPSAS in the Country Offices.

The GSSC executes financial transactions for its customers while balancing efficiency and customer service to add value through reducing the burden of IPSAS and providing improved effectiveness to Country Offices and Headquarters. The key success factors of the GSSC are accuracy, consistency and responsiveness. Customer satisfaction is a key tenet for the GSSC service-delivery strategy and as such the center must continue to be customer focused and provide a high level of service to country offices.

Currently the GSSC is undergoing an expansion plan that will provide further back office support to the Country Offices and Headquarters in the areas of finance, human resources, procurement and administration processes. This decision to expand the services offered by GSSC will mean an enlargement of its size and scale, an expansion and development of its organizational structure and the introduction of new processes, functions and responsibilities.

Given the forthcoming expansion plans, the GSSC is currently embarking on an extensive recruiting process that will enable it to secure the most suitably qualified candidates that will fit with its Vision and Mission. The GSSC will be recruiting considerable numbers of financial staff on a continual basis over the next number of years, with the new joiners coming onboard in March 2015 onwards.

2. Objectives of the 2015 Retreat

The GSSC has scheduled a strategic planning and team-building retreat planned for 20 to 22 May 2015 to deliberate on its achievements and challenges in its past three years of operations and to prepare itself for its future expansion.

The GSSC has been successful in its operations, delivering a reliable and efficient service and generating a high level of customer satisfaction. The GSSC would have completed the Phase 2 transition of Headquarters tasks to the GSSC. We wish to reflect on the lessons learnt of that transition and leverage off the past experiences for future phases' preparation.

We wish to further build on this team performance by continuing to promote the need individual effectiveness towards the delivery of quality services to our clients. It's a team result, but each individual is critical to achieving it.

The retreat has several main objectives:

- Team integration and breaking the silos
- Change management and lessons learnt from HQ transition
- Reinforcement of GSSC's Vision and Mission, understanding of value statement and its roll out
- Appreciation of past performance and success as well as onboarding all staff members onto the future direction of GSSC
- Impactful team learning generated through active, fun and competitive themed activities
- Assimilation of new roles by existing staff members and integration of new recruits into GSSC

3. Objectives and Scope of the Facilitator

- To propose an inspiring theme for the retreat that is relevant to GSSC to set the tone around the objectives laid out above
- To direct discussions, encourage debate and lead group-work so that the GSSC culture on team integration can be internalized by all staff members.
- To promote individual contribution and awareness of being a part of the team:
 - To provide opportunity for each individual's reflection and introspection on their contribution to overall performance of the GSSC and their roles in the growth of the GSSC
 - To acknowledge going forward, the importance of each individual contribution to the overall success of the GSSC, how proactivity, initiative and communication is critical.
 - To promote the preparedness for a challenging period ahead, in the light of new processes and services offered, demanding clients and high expectations.
 - To foster improved team work and improved collegiality among team members with a focus on: communications (inter-personal) and team building for effective collaboration.

4. Duration

The consultancy or facilitation could be divided into three stages

- Stage 1: Pre-planning the activity
- Stage 2: Carry out the activity in three days
- Stage 3: Action-plan for post retreat staff activities

5. Methodological design

Following the stages mentioned, the consultancy for the facilitation could be modeled in the following way:

- Planning: meetings with key persons of the GSSC to analyse and define the preparatory activities, the retreat agenda and follow-up
- Activity: facilitation of all related activities within the three working days (20 to 22 May 2015) with the participation of all GSSC Personnel
- Follow-up: Summary Report of Retreat with action points.

6. Retreat Proposal

A retreat proposal should be presented to the GSSC Management. The methodologies therein should be eminently practical and results focused rather than academic and expository. These methodologies should be informed by successful experiences in other organizations. Suggestions of alternative methodologies based on successful experiences in other similar organizations should be presented to GSSC at the pre-planning or proposal stage along with a draft agenda. This proposal should also include the human and material resources required to carry out the activity. No further resources materials (workbooks or reference materials) would be envisioned.

UNDP could facilitate the following inputs to support the pre-planning process:

- Results of the Global Staff Survey 2013/14 of UNDP GSSC
- Results of the GSSC Customer Satisfaction Survey 2014
- Organogram of GSSC
- Discussions with GSSC Management

7. Venue for the activity

The GSSC has identified the location of the retreat to be at Malacca.

8. Recipients

The activity is for all GSSC Staff, 65-85 approximate number

9. Duties and Responsibilities:

The role of the facilitator is to facilitate and moderate a team building GSSC retreat ensuring achievement of objectives. The facilitator is thus expected to:

- Lead the design and facilitation of the retreat/act as master of ceremony in facilitating the retreat. This will include the draft retreat agenda and advising on amendments to achieve desired results.
- Ensure that participants have clear understanding of retreat objectives, key tasks and outcomes to be achieved.
- Moderate and guide all group discussions and activities through participatory and interactive techniques.
- In collaboration with UNDP and other resource persons, capture, record, and summarize key points of learning during all sessions and manage the smooth flow of the retreat. Work with UNDP to a recap of the previous day's proceedings
- Provide ice breaking/energizing exercises to enhance continued morale and participation in all sessions.
- Conceptualize and lead team building outdoor exercises during the retreat.
- Produce the final retreat report in collaboration with GSSC, outlining session proceedings, any recommendations and action points towards implementing key outputs/outcomes

The draft agenda for the retreat, with the expected role of GSSC and the facilitator is as follows:

| Day | Agenda/Objectives | Role of GSSC | Role of facilitator |
|--------------|---|--|--|
| 1 (half day) | <ul style="list-style-type: none"> • Reinforcement of GSSC's Vision and Mission, understanding of value statement and its roll out | <ul style="list-style-type: none"> - Present the opening/welcoming note | <ul style="list-style-type: none"> - Execute the session and plan the related activities to achieve the objective |
| | <ul style="list-style-type: none"> • Appreciation of past performance and success as well as onboarding all staff members onto the future direction of GSSC | <ul style="list-style-type: none"> - Present the 2014 Global Performance Survey results - Present the 2014 Staff Survey results - Identify key improvement points for the GSSC | <ul style="list-style-type: none"> - Lead and coordinate the session i.e. timing, reviewing presentation materials & speaker notes, etc. |
| | <ul style="list-style-type: none"> • GSSC Expansion: <ul style="list-style-type: none"> ➢ Lessons learnt from HQ transition ➢ Assimilation of new roles by existing staff members and integration of new recruits into GSSC | <ul style="list-style-type: none"> - Present the overview and progress of the GSSC Expansion - Present the lessons learnt from HQ transition - Present the new roles by all staff | <ul style="list-style-type: none"> - Lead and coordinate the session i.e. timing, reviewing presentation materials & speaker notes, etc. |
| 2 (full day) | <ul style="list-style-type: none"> • Impactful team learning generated through active, fun and competitive themed activities (indoor and outdoor) with a focus on team integration & breaking silos (cross functional teamwork). | | <ul style="list-style-type: none"> - Execute the session and plan the related activities (indoor and outdoor) to achieve the objective. The proposed activities must be relevant to GSSC's context (i.e. team integration during expansion/ transition mode) |
| 3 (half day) | <ul style="list-style-type: none"> • Formulate action plan by team to address key improvement points • Wrap up | <ul style="list-style-type: none"> - Each team to present action plan to achieve improvement objectives in each of their areas | <ul style="list-style-type: none"> - Lead and coordinate the session i.e. timing, reviewing presentation materials & speaker notes, etc. |

10. Expected deliverables

- Proposal – including work plan, proposed methodology, resources needed and logistics for the activities
- Refining the draft agenda for the retreat
- Facilitation to achieve the retreat objectives
- Preparation and submission of a summary report on the retreat. The report should cover Evaluations, Significant Retreat discussions and agreements, Action Points and Required Follow ups and recommendations for the way forward.

11. Requirements for Experience and Qualifications

- A track record of at least five years' experience in process facilitation and activities related to group integration, change management, sensitization and behavioural skills.
- Technical expertise in team building and peer group development.
- Knowledge of Shared Service Centre and their operations is desirable
- Reference of similar training and facilitation provided to other organizations or companies.
- Good knowledge of the UN system and its programmes and processes desirable.