



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: 14 July 2016
	REFERENCE: "United Nations Support to Social Inclusion in Albania" Programme

Dear Sir / Madam:

We kindly request you to submit your Proposal to conduct a study on substandard Roma settlements at the municipality of Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine with a purpose of assessing the need for investments for improving housing and living conditions of the Roma Community.

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

Proposals may be submitted on or before **01 August 2016 at 14:00 hrs** via courier mail or hand delivered to the address below:

United Nations Development Programme
Str. "Skenderbej", Gurten Center, 2nd floor, Tirana, Albania
UNDP Procurement team

Your Proposal must be expressed in the English language and valid for a minimum period of one hundred twenty days (120).

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.



Sincerely,

Yesim Oruc Kaya
Country Director

Description of Requirements

Context of the Requirement	"A study on substandard Roma and Egyptian settlements at the municipality of Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine with a purpose of assessing the need for investments for improving housing and living conditions of these communities"
Implementing Partner of UNDP	UNDP
Brief Description of the Required Services	<p>UNDP, in the frame of the "United Nations Support to Social Inclusion in Albania" programme, is inviting qualified service providers to submit a proposal to conduct a study on substandard Roma and Egyptian settlements at the municipality of Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine with a purpose of assessing the need for investments for improving housing and living conditions of the Roma and Egyptian Community. The specific goals of the study include the definition of the right approaches, methods, and techniques, accompanied with an organizational model, to collect and update information about the Roma and Egyptian settlements at these newly established municipalities.</p> <p>The evidence will be used to develop an action plan that will allow the Ministry of Urban Development, local governments, and community organizations to intervene with the purpose of improving the living conditions and therefore enhancing the well-being of Roma and Egyptian communities. This assignment will not only result into a better understanding of Roma and Egyptian communities in these municipalities, but also will provide specific guidelines on the actions that should be taken to address the poor conditions of Roma and Egyptian communities, which in the long run sustain poverty and social exclusion.</p> <p>For more information please refer to Annex 4 (TORs)</p>
List and Description of Expected Outputs to be Delivered	<ul style="list-style-type: none"> • Descriptive and detailed analyses of the housing and living conditions of Roma and Egyptian communities identified in each municipality (Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine), The maps and technical documentations prepared for this assignments needs to be submitted in soft copy that could be easily uploaded and displayed online. GIS information to be included in all soft products. • A cost estimate for various municipalities interventions together with a plan of priority interventions • An action plan that will guide the work of the Ministry of Urban Development, in collaboration with central-level institutions, local governments, and community organizations in improving the housing and living conditions of Roma and Egyptians in these municipalities, including recommendations for resettlement of specific groups located in hazard prone areas. <p>For more information please refer to Annex 4 (TORs)</p>

Person to Supervise the Work/Performance of the Service Provider	United Nations Support to Social Inclusion in Albania Project Manager
Frequency of Reporting	Bi-monthly
Progress Reporting Requirements	Written communication: narrative and financial reporting as linked to deliverables
Location of work	<input type="checkbox"/> Exact Address/es UNDP Albania <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	4 months
Target start date	10 August 2016
Latest completion date	15 December 2016
Travels Expected	Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i> N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (Albanian leke)
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <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 <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>

Payment Terms ¹	Upon provision and acceptance by UNDP of the required set of deliverables.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	United Nations Support to Social Inclusion in Albania Programme Manager
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement (if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Other Type of Contract [pls. specify]
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input 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	Technical Proposal (70%) <input checked="" type="checkbox"/> Expertise of the Firm (25%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (20%) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (25%) Financial Proposal (30%) 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 <input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i>
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) ² <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others ³ [pls. specify]
Contact Person for Inquiries	UNDP Albania Procurement Unit Procurement.al@undp.org

¹ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

² Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

³ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

(Written inquiries only) ⁴	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:	N/A

⁴ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁵*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁶)*

[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

⁵ This serves as a guide to the Service Provider in preparing the Proposal.

⁶ 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.

Cost Breakdown per Deliverable* (*This shall be the basis of the payment tranches)

D.

	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%	

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. 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.
- 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.

Terms of Reference (TOR)

"A Study on substandard Roma and Egyptian settlements at the municipality of Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine with a purpose of assessing the need for investments for improving housing and living conditions of these two communities".

UNDP in the frame of the "United Nations Support to Social Inclusion in Albania" programme, is inviting qualified service providers to submit a proposal no later than 27 July 2016 to conduct a study on substandard Roma and Egyptian settlements at the municipality of Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine with a purpose of assessing the need for investments for improving housing and living conditions of the Roma and Egyptian Community. The specific goals of the study include the definition of the right approaches, methods, and techniques, accompanied with an organizational model, to collect and update information about the roma settlements at the newly established municipalities in the country.

1. Background and context

In the broader framework of the joint United Nations' initiative on social inclusion in Albania, social exclusion is defined as the process whereby certain individuals and groups are pushed to the edge of society and prevented from fully participating in it by virtue of their poverty, lack of access to basic services and opportunities, lack of capabilities, and/or as a result of discrimination.

Albania experienced remarkable economic growth in the past decade. Reforms have been launched in all sectors of the economy as well as in basic services such as education, health and increasingly for social care, insurance and other protection systems. Nevertheless, government structures cannot respond adequately to the needs of marginalized and vulnerable groups due to limited financial and human resources as well as inefficient institutional capacities.

The United Nations Support to Social Inclusion in Albania Programme (UNSSIA) seeks to support the development of capacities of Albanian institutions at central and local levels for advancing the national social inclusion agenda with a view to ensure that government policies and programmes are consistent and coherent in achieving the maximum possible effect for the social inclusion of people at risk; and, to enhance civil society and citizens' participation as rights holders in national social inclusion processes.

The Social Inclusion Programme is designed to:

- Generate knowledge for evidence-based social inclusion policies;
- Strengthen policy management capacities of MoSWY, line ministries and de-concentrated units to implement the Social Inclusion and Protection Strategy;
- Enhance implementation capacities of regional and local governance mechanisms to implement inclusive policies; and
- Support marginalized groups to demand and exercise their rights to equal access to services.

Key partners of the UNSSIA Programme include the Ministry of Social Welfare and Youth and Ministry of Urban Development. The Programme has active interaction with central and local level stakeholders in all areas of work.

The Ministry of Urban Development (MUD) is embarking on the implementation of the Social Housing Strategy (SHS) for the period 2015 – 2025. The goal of the SHS is “to provide low and middle income households who cannot afford a house in the open market, and in particular, to households with vulnerability indicators resulting in housing exclusion, with available, accessible, affordable and quality housing solutions.”

The Social Housing Strategy is the result of an integrated approach to the housing issue based on the principles of availability, accessibility and affordability of quality housing solutions. The SHS has introduced six objectives, which include:

- Understanding the demand and supply side of housing in Albania, especially regarding vulnerable groups;
- Improving the legal and institutional framework at both national and local level in terms of their management capacities to coordinate social housing operations;
- Coordinating the efforts at both national and local level in the allocation of social housing for low and middle income groups and especially to vulnerable groups;
- Providing a conducive legal and regulatory framework for partnership arrangements for the supply of social housing options to target beneficiaries;
- Enabling the creation of new, or the restructuring of existing, financial institutions at both national and local level in order to provide a wider range of housing finance options (models) that are accessible and affordable to target beneficiaries;
- Safeguarding that standards, regulations and the technical and architectural design of the housing solutions provided are sensitive to the actual housing needs of beneficiaries and that these housing options are provided in the right locations.

The SHS will be implemented in tandem with the National Strategy for Development and Integration (NSDI), the Territorial and Administrative Reform (TAR), and the National Crosscutting Strategy for Decentralization and Local Governance (NCSDLG). The SHS pays particular attention to the housing needs of low-income families and especially vulnerable groups, such as Roma and Egyptians, persons with disabilities, women in needs, orphans, etc.

There is strong evidence indicating that Roma and Egyptians live in poor neighbourhoods with little or no access to basic public services. A study published in 2011 shows that 36 percent of Roma live in dilapidated houses or slums. Furthermore, 16 percent of Roma households have no access to running water and 28 percent live in dwellings that are not connected to the sewage system (UNDP, 2012). It is estimated that the poverty level among the Roma is two times higher than non-Roma (Decade of Roma Inclusion Secretariat Foundation, 2013).

2. Purpose of the assignment

In line with the goals of the Government of Albania in the field of social housing and in close collaboration with key stakeholders, UNSSIA programme aims to support the MUD in implementing social housing policies. For this, the programme will conduct a study on substandard Roma and Egyptian settlements at the municipality Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine with a purpose of assessing the need for investments for improving housing and living conditions of the Roma and Egyptian Community. The specific goals of the study include the definition of the right approaches, methods, and

techniques, accompanied with an organizational model, to collect and update information about the Roma and Egyptian settlements at these newly established municipalities.

The evidence will be used to develop an action plan that will allow the Ministry of Urban Development, local governments, and community organizations to intervene with the purpose of improving the living conditions and therefore enhancing the well-being of Roma and Egyptian communities in these areas. This assignment will not only result into a better understanding of Roma and Egyptian communities in these municipalities, but also will provide specific guidelines on the actions that should be taken to address the poor conditions of Roma and Egyptian communities, which in the long run sustain poverty and social exclusion.

3. Duties and responsibilities of the contractor (experts team)

Under the supervision of the UNDP Programme Analyst for Social Inclusion, and the direct supervision of the National Programme Coordinator for the UNSSIA Programme and with overall guidance of the Department of Urban Services and Housing at the MUD, the contractor will be responsible for conducting the following tasks:

- Reviewing and assessing existing evidence on the housing and living conditions (e.g., housing conditions, access to water, electricity, and sanitation) of Roma and Egyptian communities in the following municipalities: Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine
- Identifying data gaps and developing a methodology with the purpose of filling data gaps.
- Leading and monitoring the work of interviewers/surveyors who will be engaged in data collection.
- Conducting descriptive and detailed analysis.
- Estimating the investments that should be made in the municipality of Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine with the purpose of improving the housing and living conditions of Roma and Egyptian communities.
- Developing an Action Plan that will guide the work of the MUD and its collaboration with state-level institutions, local governments, and community organizations in improving the housing and living conditions of Roma and Egyptian communities in these areas.

The assignment will build on prior studies and reports on social housing in Albania, in particular on the comprehensive analysis of the situation and the housing needs assessment conducted in 2014 in the framework of the UNSSIA. For more information on possible sources to be explored, see Selected Sources.

4. Role of stakeholders

- The UNSSIA Programme team will offer support and collaborate with the contractor throughout the process.
- The Department of Urban Services and Housing at the MUD will guide the work based on policy priorities set in the Strategy of Social Housing. In addition, MUD will facilitate dialogue and partnership with identified municipalities so that information data and other resources from municipalities are made available.
- The National Housing Agency will provide necessary information and to support the process through the regional housing agency

- R/E community, in particular community mobiliser/activists from the selected areas will be identified and engaged by the contractor throughout the process.

5. The Contractor will perform the following tasks:

I. General

The contractor's tasks combine three major components:

- Desk review of documents and theoretical approach
- Interviews with relevant stakeholders and development of work methodology based on close collaboration with roma an Egyptian community mobilizers (to be identified).
- On site verification of the neighbourhood and infrastructure at the areas where the study will be concentrated and cost estimations for civil works

Before starting the work, the contractor should prepare the following:

- Become familiar with the existing legal documents, housing policy, SHS and Roma situation analysis, as well as findings and conclusions of other studies conducted for the evaluation of Roma housing situation in Albania
- Make an inventory of similar projects for the use of data and avoiding overlapping of work. This includes also identification, with the support of NATP (National Agency of Territory Planning), of those municipalities that have already approved urban plans or are preparing new ones and their plans for infrastructure enhancement/ improvement
- Review the status of development of Local Development/Integration/Urban Plans and recommend approaches on how to integrate the Roma neighbourhood development into this process.
- Identify the approach on how to engage R/E community mobilisers during the whole process. R/E community mobilizers will support the process of needs identification and improvement plans of the neighbourhoods.
- Prepare the cost estimate for improvements in neighbourhood and infrastructure rehabilitation, neighbourhood's development and develop an action plan for implementation.

II. Estimation of the need for investments for improving housing and infrastructure:

- In cooperation with MUD, INSTAT, local authorities, Roma communities representatives and other stakeholders, discuss, decide and design a methodology for identification of Roma population needs for housing and infrastructure, having in mind the concept of gradual improvements
- Based on the data available and specific case that each house represents, estimate the costs that are needed to improve the situation proposing 2-3 scenarios, for different level of improvement of housing conditions and infrastructure. The proposed scenarios will be used later for implementing a gradual improvement approach.
- The cost estimate should include, but not be limited at:
 - Overall general conditions of the housing
 - For the access to infrastructure, the contractor, in collaboration with local authorities (water supply network, waste water system, KESH (for electrical network), will identify if Roma communities that are served with water and sanitation from city's network and problems that may have on both sides: supplier and consumer (e.g.: not enough water supply, non-paid bills, etc.). Moreover, the contractor will estimate costs that are needed for improving the existing situation or connecting the communities with services as follows, but not limited at:
 - At neighbourhood level:

- a. Costs for connecting the whole area with the main trunk of water and sewerage network
- b. In cases when the main connection point has a considerable length, the contractor may present two scenarios, as well as taking into the consideration the Environmental Impact,
 - First, calculating the costs for opening septic tanks for wastewater discharge and costs for digging and building water wells.
 - Second, calculating costs of investments for the connection with the municipal network
- c. Cost of connection with the closest city street/road
- d. Connection of the settlement with electricity network, cost of installation of electric generator/high voltage transformer
- At neighbourhood and house level:
 - a. Calculation of costs for opening and/or paving neighbourhood streets (in cooperation with the local authorities and HD at MUD, the contractor will propose the level / quality of street pavement to be provided)
 - b. Installation of street lighting
 - c. Costs for connecting each house to the secondary water and sanitation network
- Analysis of the situation of specific neighbourhoods that are prone to natural or other risks. The contractor should examine carefully case by case and give also its opinion when an investment for improving the living condition may be feasible and applicable or not. For example, improving the living conditions of a community which is located in areas prone to natural hazards should not be included in improvements measures. In these cases the contractor in consultation with the Housing Department at MUD and local authorities, will propose the relocation of the community associated with the evaluation of the costs of providing simple housing with minimum size (e.g. 30 m²) with gradual expansion opportunities, as well as the surface of land needed for such relocation.

6. Deliverables

a. Interim deliverables:

- A detailed inception report providing updated information on the contractor's methodology and plan of action for the assignment, timeline and approach on how to engage.
- A renewed list of and map of Roma and Egyptian neighbourhoods of Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine to be included in this exercise.
- The methodology developed with the purpose of filling data gaps.
- A plan of action for including the identified R/E neighbourhoods in the local development/integration/urban development plans of the respective municipalities (Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine).
- Methodology for calculating the costs for the improvement of neighbourhood infrastructure

b. Final deliverables:

- Descriptive and detailed analyses of the housing and living conditions of Roma and Egyptian communities identified in municipality of Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine. The maps and technical documentations prepared for this assignments needs to be

submitted in soft copy that could be easily uploaded and displayed online. GIS information to be included in all soft products.

- A cost estimate for various municipalities interventions together with a plan of priority interventions
- An action plan that will guide the work of the Ministry of Urban Development, in collaboration with central-level institutions, local governments, and community organizations in improving the housing and living conditions of Roma and Egyptians in Lushnje, Divjake, Fier, Berat, Kucove, Vlore, Gjirokaster, Delvine , including recommendations for resettlement of specific groups located in hazard prone areas.

7. Timeframe

The expected duration of the assignment is 4 months (August – December 2016).

8. Competencies and qualification required for the assignment

The contractor/company:

- At least 10 years of experience in the provision of complex consultancy services in social and economic research and analysis, urban planning, civil engineering, water and sanitation and environmental engineering, cost estimation, and information technology, particularly for large scale interventions to be funded by international donors
- Availability of qualified staff in the fields specified in the TORs
- Demonstrated organizational and backstopping capacity

Staff:

With regard to the management structure and the qualifications of key personnel, the contractor is advised to engage **one team leader and three additional technical experts** with the following qualifications:

Team Leader / Technical Expert

The team leader will be responsible for the overall coordination and quality control of the results/deliverables for this assignment, and will guide the development and implementation process of this assignment. S/he will be responsible for the final product delivery and will also act as the main counterpart with UNDP.

Qualifications, skills and professional experience of the team leader, should ideally include:

- Post-graduate degree in urban planning, urban management, civil engineering, architecture, public administration, public policies, statistics, social policies or closely related field of studies with excellent and proven analytical, writing and communication skills.
- Possess at least 10 years of significant experience in leading similar research assignments for large international donor funded projects in the areas of socio-economic development, housing and urban development; development of social programs that promote social inclusion; sustainable research
- A good understanding of Roma and Egyptian community housing situation in Albania / region would be highly desirable

Team Members / 3 Technical Experts

The technical experts are expected to complement the technical knowledge of the team leader and support him/her in the implementation of the specific tasks for this assignment.

Qualifications, skills and professional experience of the technical experts, should ideally include:

- Post-graduate degree in urban planning, urban management, architecture, civil engineering, electrical engineering, water and sanitation engineering; environmental engineering, information technology or closely related field of studies with excellent and proven analytical, and communication skills.
- Possess at least 5 years of significant experience in carrying out similar assignments.
- Technical knowledge in data collection; data analysis using GIS (Geographical Information System) and other software programs to conduct descriptive analysis; estimation of investment costs for improving housing and infrastructure.
- A good understanding of Roma and Egyptian community housing situation in Albania / region would be highly desirable

9. Language requirements:

Full working knowledge of English, including excellent report writing and presentation skills in English.

10. Supporting documentation

The following documents should be submitted in addition to other documentation described in the Instructions to the Offeror:

Legal Documents shall contain:

- Court Decision and/or QKR registration of the service provider;
- Certificate of registration in the tax office for the current year;
- Registration number (NIPT);

Technical documents shall contain:

- General experience in the service provider in offering similar services;
- Structure of the proposed team i.e. names and relevant positions of the key personnel that will perform the services indicating who team Leader is, who are team members, supporting, etc.
- CVs demonstrating qualifications
- Written confirmation from each personnel that they are available for the entire duration of the contract
- Minimum two references for past relevant experience of the service provider
- An outline of the Methodology of work: The Service Provider must describe how it will address/deliver the demands of the RFP; providing an outline of the approach to take in response to the requirements of the Terms of Reference, the workload (man-days) for each expert involved, 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.
- A Work Plan of implementation outlining how the Service Provider proposes to develop the sequence of activities and their delivery according to a timeline.