**Description: undplogo2**

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**REQUEST FOR QUOTATION (RFQ 33/2020)**

**(Services)**

Production of a documentary film and promotional media campaign for the results from the Project IMPROVING MANAGEMENT OF PROTECTED AREAS

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| --- | --- |
| Project: IMPROVING MANAGEMENT OF PROTECTED AREAS | DATE: April 29, 2020 |
| REFERENCE: RFQ 33/2020 |

Dear Sir / Madam:

We kindly request you to submit your quotation in MKD, VAT excluded electronically to the e-mal address given below for Production of a documentary film and promotional media campaign for the results from the Project IMPROVING MANAGEMENT OF PROTECTED AREAS as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 3.

Quotations shall only be submitted digitally on or before **May 15, 2020**, 10am *to* the e-mail address and subject reference below:

**offers.mk@undp.org**

**Subject : mkdRFQ 33/2020 for** documentary film

It shall remain your responsibility to ensure that your quotation will reach the e-mail address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s

|  |  |  |
| --- | --- | --- |
| Delivery Terms  [INCOTERMS 2010]  *(Pls. link this to price schedule)* | ☐FCA  ☐CPT  ☐CIP  ☐DAP  ☒n/a | |
| Customs clearance[[1]](#footnote-1), if needed, shall be done by: | ☐UNDP  ☐Supplier/Offeror  ☐Freight Forwarder  N/A | |
| Exact Address/es of Delivery Location/s (identify all, if multiple) | 25 Protected Areas (specified in the TOR) are targeted for this assignment | |
| UNDP Preferred Freight Forwarder, if any[[2]](#footnote-2) | N/A | |
| Distribution of shipping documents *(if using freight forwarder)* | N/A | |
| Latest Expected Delivery Date and Time *(if delivery time exceeds this, quote may be rejected by UNDP)* | ☒ 30 days (01 August-30 August 2020)  ***(If the Covid 19 situation improves and all restrictions are lifted, UNDP Project team will inform the Contractor that the delivery period will start earlier, but the duration of the assignment will stay the same, which is 30 days)***  ☒ As per Delivery Schedule in the TOR | |
| Delivery Schedule | ☒Required  ☐Not Required | |
| Packing Requirements | n/a | |
| Mode of Transport | ☐ AIR | ☐LAND |
| ☐SEA | ☐n/a |
| Preferred  Currency of Quotation[[3]](#footnote-3) | ☐ United States Dollars  ☐Euro  ☒Local Currency: MKD | |
| Value Added Tax on Price Quotation[[4]](#footnote-4) | ☐ Must be inclusive of VAT and other applicable indirect taxes  ☒ Must be exclusive of VAT | |
| After-sales services required | ☐ Warranty on Parts and Labor for minimum period of 1 year  ☐ Technical Support  ☐ Provision of Service Unit when pulled out for maintenance/ repair  X n/a | |
| Deadline for the Submission of Quotation | *Friday, May 15, 2020 at 10am* | |
| All documentation produced  shall be in this language | ☐ English  ☐ French  ☐ Spanish  ☒ Macedonian | |
| Documents to be submitted | **FOR THE COMPANY – the bidder should submit the following documents:**  ☒ Registration of the Company; (Tekovna sostojba).  ☒Company profile (experience in developing documentary videos. Experience on topics such as environment, nature protection, or developmental issues shall be considered as asset)  ☒ A List of a minimum 5 similar assignments/projects (e.g., videos dealing with nature/environment, social and/or development issues). List of projects to be submitted along with contact details for reference checking purposes (please indicate the e-mail addresses or telephone numbers of contact persons). Annex 2 – Table 1  ☒ List of Relevant technical equipment  ☒CVs for the 3 personnel reflecting the required qualifications in the TOR  ☒ Financial offer | |
| Period of Validity of Quotes starting the Submission Date | ☐ 60 days  ☐ 90 days  ☒ 120 days  In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation. | |
| Way of submission of documents **by Email:** | Documents to be submitted by email to dedicated email: [offers.mk@undp.org](mailto:offers.mk@undp.org)  **SUBJECT: OFFER MKDRFQ33-2020 for video documentary**  Format: PDF files  **All files must be in PDF and free of viruses and not corrupted.**  **Technical and Financial OFFER must be separately uploaded.**  **Max. size of uploaded files (per document) must not exceed: 30 MB**  **All submitted files should be in the following format:**  **Companyname\_nameofthefile.pdf (or .docx)**  **ONLY FINANCIAL offer will be submitted as PDF “password protected file”, DIGITALLY signed and** or signed and scanned in the .pdf format.  **Password for Financial OFFER SHALL be provided to UNDP ONLY the NEXT day after the DEADLINE.**  **(Password protection of a PDF document can be done using Adobe Reader. Open the PDF and choose Tools > Protect > Encrypt > Encrypt with Password)** | |
| Partial Quotes | **☒ Not permitted**  ☐Permitted | |
| Payment Terms[[5]](#footnote-5) | ☐ 100% upon complete delivery of services  **☒ Others – Upon Authorized Reviewer written acceptance report as per national laws and regulations, within of maximum two months after the deadlines of deliverables** | |
| Liquidated Damages | ☒ Will not be imposed  ☐ Will be imposed under the following conditions :  Percentage of contract price per day of delay : \_\_\_\_\_\_  Max. no. of days of delay : \_\_\_\_\_\_  After which UNDP may terminate the contract. | |
| Evaluation Criteria  *[check as many as applicable]* | ☒ Technical responsiveness/Full compliance to requirements and lowest price[[6]](#footnote-6)  Comprehensiveness of after-sales services  ☒ Full acceptance of the PO/Contract General Terms and Conditions ☐ Earliest Delivery / Shortest Lead Time[[7]](#footnote-7)  ☐ Others | |
| UNDP will award to: | **☒** **One and only one supplier**  ☐One Supplier | |
| Type of Contract to be Signed | ☒ minimi contracts  ☐ Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilized for Long-Term Agreement[[8]](#footnote-8) and *if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)*  ☐ Other Type/s of Contract | |
| Contract General Terms and Conditions | ☐ General Terms and Conditions for contracts (goods and/or services)  ☒ General Terms and Conditions for de minimi contracts (services only, less than $50,000)  Applicable Terms and Conditions are available at  <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>  Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process. | |
| Special conditions of Contract | Cancellation of PO/Contract X no | |
| Conditions for Release of Payment | ☐ Passing Inspection  ☐ Passing all Testing  ☐ Completion of Training on Operation and Maintenance at all six locations  ☒ Written Acceptance of the design based on full compliance with RFQ requirements verified by Reviewer and accepted by UNDP Project Manager  ☐ Others | |
| Annexes to this RFQ[[9]](#footnote-9) | ☒ TOR of the Services Required (Annex 1)  ☒ Evaluation Criteria (annex 2)  ☒ Form for Submission of Quotation (Annex 3)  ☐ Others | |
| Contact Person for Inquiries  (Written inquiries only)[[10]](#footnote-10) | procurement.mk@undp.org  Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers. | |

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP’s re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP’s own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, 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 quotation. 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 Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html> .

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that 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 Vendor to** avoid and prevent 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, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers 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 quotation.**

**Annex 1**

# Terms of References

# Specialized company for production of a documentary film and promotional media campaign for the results from the Project IMPROVING MANAGEMENT OF PROTECTED AREAS

|  |  |
| --- | --- |
| **Project Title:** | Improving the management of protected areas |
| **Post Title:** | Specialized company for production of a documentary film and promotional media campaign for the results from the Project IMPROVING MANAGEMENT OF PROTECTED AREAS |
| **Duty Station:** | Home based (with in-country travel) |
| Duration:  Start date:  End date: | Up to 30 days  01 August 2020  31 August 2020  *(If the Covid 19 situation improves and all restrictions are lifted, UNDP Project team will inform the Contractor that the delivery period will start earlier, but the duration of the assignment will stay the same, which is 30 days)* |
|  |  |

**Background**

The project “Improving the management of protected areas” aims to improve nature protection and to promote sustainable use of natural resources while increasing the capacity of management authorities of protected areas, local self-governments and NGOs to manage and promote protected areas in a professional and sustainable fashion.

The central feature of the project was the grant scheme that was established to support the achievement of the three main goals: 1) to address priority needs in improving the management of protected areas, where possible including those recently proposed as pilot Natura 2000 sites; 2) to promote more sustainable use of natural resources; and 3) to demonstrate through practical examples that nature protection and the economic development of communities can go hand in hand.

In the past 2.5 years the project included 25 protected areas with different protection category and different natural values. All projects foreseen different kind of activities with aim to improve the management capacities of the protected areas, improve the technical capacities of the management authorities, improve the capacities for monitoring and protection of the natural values and promote the natural values for sustainable nature based tourism.

The project “Improving management of protected areas” helped trigger transformational change in the way the country manages its natural resources, by creating scalable and replicable examples that demonstrate the social and economic benefits that derive from protecting natural resources.

The project achieved broad support for genuine nature protection by helping the public understand the multitude of current and potential direct and indirect benefits that derive from protecting and restoring ecosystem functions and natural values.

**Scope of Work**

The Contractor shall produce high-quality documentary film that will show the results from the project activities undertaken to improve the management of the protected areas and the natural resources. All materials that will be produced shall focus on the key interventions and results of awarded grants to large and small protected areas.

The following 25 protected areas are targeted for this assignment: National Park Mavrovo, National Park Galichica, National Pak Pelister, Ezerani and Lake Prespa, Jasen and cave Jasika, Ohrid Lake reed belt, Sateska River restoration measures, Dojran Lake, Tikvesh, Kratovo Kuklica, Kumanovo Bislimska klisura, Belasica mountain - Strumica, Prilep Markovi Kuli, Gostivar – Cave Ubavica, Vevcani springs, Matka and Vodno, Cave Slatinki izvor, Shara Mountain pastures, Kozuf mountain and Drenovska gorge, Duvalo and Belcishko blato (wetland).

The documentary film will be shot in (minimum) HD 1920x1080 quality. It will include a detailed description of the most important project results, emphasizing the sustainable monitoring and conservation of natural values principle.

It will also include aerial material with 4k quality, animation and drawings.

The assignment includes photo and video shoot from all protected areas (mentioned above), acquainting with project activities, and recording segments of nature preservation activities and the impact on people’s life in the local communities affected by the project.

**Duties and Responsibilities**

Under the supervision of the Communication Officer and in close collaboration with the Project Manager, the Contractor shall be responsible for carrying out the following tasks:

1. Field work, locations within the targeted protected areas, and shooting of video material;
2. Drafting of synopsis for the documentary film and its finalization based on comments provided by UNDP;
3. Filming/online recording of statements of relevant representatives of the project beneficiaries, UNDP and the Ministry of Environment and Physical Planning
4. Organizing and maintaining records of interviews and preparing material for the online campaign, production of short sequences if needed, and post-production following the synopsis and the storyboard
5. Production of a documentary film, combined style using filmed material, animation and drawings (12-15 minutes long) consisting of key results and most important achievements of projects in protected areas;
6. Production of 5 short 30 sec trailers for the documentary
7. Translation and subtitling in English
8. Revising the documentary film as per the comments provided by the UNDP and handing over of the master copy.
9. Promotion of UNDP – NATURE. MK YouTube channel
10. Organization of a TV debate on national television

**Main Outputs**

1. Work schedule for filming and post-production activities (no later than 05 August 2020)
2. Production of a documentary film (12-15 minutes long) no later than 25 August 2020; The music sequences used in the videos must be accompanied with an appropriate license for distribution and use (free or commercial).
3. 5 Video clips produced as different types of trailers of 30 sec. long (as per the agreed work schedule)
4. Subtitle of final film and short videos in two languages English and Macedonian depending on the original narration
5. Production and airing of the TV Debate, not later than 25 August 2020
6. Work plan for the online campaign, schedule and activities, not later than 15 August 2020
7. Recording of the project closing messages from grantees and editing, not later than 20 August 2020
8. Distribution on social and traditional media not later than 25 August 2020

**Qualification Requirements**

**The Contractor** shall have:

* Extensive **experience in developing documentary videos**.

Experience on topics such as environment, nature protection, or developmental issues shall be considered as asset.

* A record of a minimum **5 similar assignments/projects** (e.g., videos dealing with nature/environment, social and/or development issues). List of projects to be submitted along with contact details for reference checking purposes (please indicate the e-mail addresses or telephone numbers of contact persons).
* **Relevant technical equipment necessary for the completion of the tasks** (owned or leased) including photo and video cameras, editing suite, recording studio and sub-title software. Furthermore, the music sequences used in the videos must be accompanied with an appropriate license for distribution and use (free or commercial).

The scope of work requires a **team of skilled professionals with previous experience in similar projects**. Team members will possess excellent relevant technical skills in order to successfully complete all the assignments. The selected service provider is expected to give creative input to the development of the project activities during the whole production and post-production process.

The team of experts shall be able to respond to the requirements of the following mandatory areas of expertise:

|  |  |  |
| --- | --- | --- |
|  | **Team members**  and/or  **areas of expertise** | **Qualification requirements** |
| **1.** | Producer / Director | * Minimum 5 years of experience in development of video material on relevant projects (nature/environment, social and/or development issues) * Record of at least 3 relevant projects (nature/environment, social and/or development issues) in the capacity of Producer and/or Director |
| **2.** | Camera operator | * At least 5 years of experience as camera operator * Record of at least 5 similar projects in charge of camera and photography in nature/environment, social and/or development videos issues * Experience in using drones (at least in 2 projects) |
| **3.** | Editor | * At least 5 years of experience as editor * Record of at least 5 relevant projects (nature/environment, social and/or development issues)in the role of editor |

**Other staff and resources**

The Contractor will ensure that all other necessary staff and additional technical resources required for efficient finalization of the work will be provided.

**Terms and Conditions**

* *Language*

The language of the required deliverables/outputs in video format will be the one spoken by the protagonists in the videos (some statements translated into English and subtitled) while the written materials for the project will be submitted in Macedonian, Albanian and English language. All produced documents shall be subject to proofreading by qualified translators, while the quality of the final versions is subject to UNDP approval.

* *Duration of the assignment*

Maximum available time for completion of the video materials is up to 30 days, not later than 31 August 2020. ***(If the Covid 19 situation improves and all restrictions are lifted, UNDP Project team will inform the Contractor that the delivery period will start earlier, but the duration of the assignment will stay the same, which is 30 days)***

* *Submission of data, reports and other material produced*
  + All primary data, reports, and other documentation produced during this assignment shall be made available to UNDP in electronic format on CDs. All data acquired and products developed in the course of the assignment will be in the ownership of UNDP and cannot be used by the Contractor and its team without prior written permission.
  + The contractor takes full responsibility for the technical part of the video production including the shooting of interviews, the production of animated sequences if needed, as well as the search and purchase of archive materials (if necessary) copyrights. The service provider must hold the rights of the music to be used for the film
* *Payment schedule*

The payment will be processed in two instalments, as follows:

1st instalment; upon completion of the work plan and submission of draft synopsis for the documentary movie

2nd instalment; upon completing of all deliverables, not later than 31 August 2020 (if no further directions are provided by UNDP project team)

*Annex 2*

***Evaluation criteria:***

**NOTE:** Failure to meet these mandatory requirements is ground for disqualification of the offer

**The Contractor** shall have Extensive experience in developing documentary videos. Experience on topics such as environment, nature protection, or developmental issues shall be considered as asset.

|  |  |
| --- | --- |
| * A record of a minimum 5 similar assignments/projects (e.g., videos dealing with nature/environment, social and/or development issues). List of projects to be submitted along with contact details for reference checking purposes (please indicate the e-mail addresses or telephone numbers of contact persons). | YES/NO |
| * Relevant technical equipment necessary for the completion of the tasks (owned or leased) including photo and video cameras, editing suite, recording studio and sub-title software. Furthermore, the music sequences used in the videos must be accompanied with an appropriate license for distribution and use (free or commercial). | YES/NO |

Contract will be awarded to the Bidder that meets the mandatory criteria and offers the lowest offer

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Team members**  and/or  **areas of expertise** | **Qualification requirements** |  |
| **1.** | Producer / Director | * Minimum 7 years of experience in development of video material on relevant projects (nature/environment, social and/or development issues) * Record of at least 5 relevant projects in the capacity of Producer and/or Director | YES/NO |
| **2.** | Camera operator | * At least 5 years of experience as camera operator * Record of at least **5 similar projects** in charge of camera and photography in nature/environment, social and/or development videos issues * **Experience in using drones** (at least in 2 projects) | YES/NO |
| **3.** | Editor | * At least 5 years of experience as editor * Record of at least 5 relevant projects in the role of editor | YES/NO |

**Annex 2A Company specific experience**

**Table 1- List of** minimum 5 similar assignments/projects**:**

Please provide the following information in the table below regarding corporate experiences which are related or relevant to those required in the TOR

|  |  |  |  |
| --- | --- | --- | --- |
| **Client** | **Period of activity** | **List minimum 5 similar assignments/projects** | **References Contact Details (Name, Phone, Email)** |
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**Fill in the Table 2- List of relevant projects for EACH of the personnel assigned**

Producer / Director

Camera operator

Editor

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of staff and title** | **Years of experience/ Filed of expertise** | **List the relevant projects** | **Ares of expertise** |
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| ….. |  |  |  |

**Annex 3.**

**FORM FOR SUBMITTING SUPPLIER’S QUOTATION**

***(This Form must be submitted only using the Supplier’s Official Letterhead/Stationery***

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to deliver services in conformity with TOR under **RFQ 33/2020 for production of a documentary film and promotional media campaign for the results.**

**Table 1**

|  |  |  |
| --- | --- | --- |
| **Item No.** | **Deliverables** | **Total Price in MKD, VAT excluded** |
| 1 | Production of a documentary film and promotional media campaign for the results from the Project IMPROVING MANAGEMENT OF PROTECTED AREAS |  |
| **TOTAL:** | |  |

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

We hereby declare that:

1. All the information and statements made in this Bid are true and we accept that any misrepresentation contained in it may lead to our disqualification;
2. We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
3. We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
4. We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby fully accept the Schedule of Requirements and Technical Specifications describing the duties and responsibilities required of us in this RfQ, and the General Terms and Conditions of UNDP’s Standard Contract for this RfQ.

We agree to abide by this Bid for 120 days*.*

We undertake, if our Bid is accepted, to commence the Works and provision of related services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this Bid, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Contact Details:

*please mark this letter with your corporate seal, if available]*

1. *Must be linked to INCO Terms chosen.* [↑](#footnote-ref-1)
2. *Depends on INCO Terms. The suggestion to use a UNDP preferred courier is only for purposes of familiarity with procedures and documentary requirements applicable to the UNDP when clearing with customs.*  [↑](#footnote-ref-2)
3. *Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP’s issuance of Purchase Order.* [↑](#footnote-ref-3)
4. *This must be reconciled with the INCO Terms required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.* [↑](#footnote-ref-4)
5. *UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of $30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank checque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.* [↑](#footnote-ref-5)
6. *UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term “more superior” as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.* [↑](#footnote-ref-6)
7. *This shall be used for time-critical and/or exigent requirements (e.g., post-crisis emergencies, elections, etc.).* [↑](#footnote-ref-7)
8. *Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation* [↑](#footnote-ref-8)
9. *Where the information is available in the web, a URL for the information may simply be provided.* [↑](#footnote-ref-9)
10. *This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.* [↑](#footnote-ref-10)