



REQUEST FOR PROPOSAL (RFP)

Dear Sir / Madam:

We kindly request you to submit your Proposal to **Develop a Robust Debt Management Control Online Interface as a COVID-19 assistance for the Consumer Council of Fiji (CCF)**.

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

Proposals may be submitted on or before 10th June 2020 and via email to the address below:

United Nations Development Programme
etenderbox.pacific@undp.org
Deepak Naicker

Your Proposal must be expressed in the USD, and valid for a minimum period of 90 days. For queries email to procurement.fj@undp.org.

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. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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,



Deepak Naicker
Procurement Associate
27/5/2019

Description of Requirements

Context of the Requirement	<p>PFIP's workstream 3 - consumer empowerment</p> <p>A vital aspect of consumer empowerment is consumer protection. With access to a more structured debt management process, consumers will be empowered with better information, and financial impact mediation assistance through the Consumer Council Fiji, esp. in the present COVID-19 situation and thereafter.</p>
Brief Description of the Required Services	<p>PFIP is seeking expert ICT firms that can enhance the Consumer Council of Fiji's Complaint Management System (CMS) & Mobile App to include Debt Management & Financial Impact Mediation, as well as Consumer awareness services on account of the economic distress caused due to COVID-19.</p>
List and Description of Expected Outputs to be Delivered	<p>The expected deliverable of the assignment is provided below:</p> <ol style="list-style-type: none"> 1. Enhance and roll out the Consumer Council of Fiji's Mobile App (android). 2. Enhancements on the existing CMS to accommodate the new stream of Complaints coming in through the Financial Impact service. 3. Provide relevant training, capacity development and proper documentation of the App and CMS to the technical/IT staff at CCF. <p>High Level Scope includes:</p> <ul style="list-style-type: none"> • Debt Management / Financial Mediation – Mobile App to capture Consumer debt issues and allow consumers to raise specific grievances; • News – News section to allow Consumers review & search latest News published by the Council. • Advisory – Advisory section for consumers to access & search the latest advisory information. • Consumer Rights & Responsibilities – Screen to update consumers on their rights & responsibilities. • CMS Backend – CMS to be enhanced to receive the financial impact complaints and allow officers to process them as per CCF business process. • Reports – CMS to allow report generation specific to the debt management / financial impact mediation related complaints. • News / Advisory – CMS to allow backend updating of News / Advisory section. • App will be published on google play store under Consumer Council account • CMS will be internally housed (system platform) within the respective agency.

Person to Supervise the Work/Performance of the Service Provider	Financial Inclusion Specialist, Fiji (Praneel Pritesh)
Frequency of Reporting	Short weekly updates on progress by email, detailed fortnightly progress reports
Progress Reporting Requirements	Once in a fortnight
Location of work	Suva, Fiji will be designated duty station. However, the ICT firm selected can do the solution development from any remote location, the final delivery to CCF as well as training of relevant staff to be done in Suva, Fiji
Expected duration of work	8 weeks
Target start date	15 th June
Latest completion date	30 th Sept 2020
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<p>a) The successful bidder will provide their own work equipment, internet connectivity and other office requirements. CCF identified staff will work closely with the contracted firm and provide necessary information, data and support in the development and implementation</p> <p>b) Staff training will be organized by CCF and delivered by the ICT firm</p> <p>c) When the testing and implementation is done, CCF will provide working space and access to all amenities to the staff of the consulting firm</p>
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"/> US Dollars
Value Added Tax on Price Proposal	<input checked="" 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)	<p><input checked="" type="checkbox"/> 90 days</p> <p>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.</p>

Partial Quotes	<input checked="" type="checkbox"/> Not permitted																				
Payment Terms	<table border="1"> <thead> <tr> <th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr> </thead> <tbody> <tr> <td>Mobile App Enhancement – Demo of Enhanced screens</td><td>40%</td><td>15th July 2020</td><td rowspan="4"> 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>CMS Enhancement – Demo of Enhanced screens</td><td>40%</td><td>10th August 2020</td></tr> <tr> <td>User acceptance, feedback and modifications, final version of solution</td><td>10%</td><td>20th August 2020</td></tr> <tr> <td>Final handover of solution and training of staff</td><td>10%</td><td>10th Sept 2020</td></tr> </tbody> </table>				Outputs	Percentage	Timing	Condition for Payment Release	Mobile App Enhancement – Demo of Enhanced screens	40%	15 th July 2020	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.	CMS Enhancement – Demo of Enhanced screens	40%	10 th August 2020	User acceptance, feedback and modifications, final version of solution	10%	20 th August 2020	Final handover of solution and training of staff	10%	10 th Sept 2020
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Deputy Programme Manager, PFIP (Krishnan Narasimhan)																				
Type of Contract to be Signed	<input checked="" type="checkbox"/> Institutional Contract																				
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 criterion and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.																				
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm 30% <ul style="list-style-type: none"> Minimum two years and two projects experience of developing customized software solutions & mobile apps, post development support –15% 																				

	<ul style="list-style-type: none"> • Knowledge and experience (two projects) of developing and implementing mobile apps and automated complaints management systems, preferably in the Pacific – 15% <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 20%</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 20%</p> <p>Project Lead:</p> <ul style="list-style-type: none"> • At least a bachelor's degree in Information technology, software business, finance, humanities or related discipline. Master's degree in the same or related discipline preferred but not compulsory (10%) <p>Solution/Software Developer: (10%)</p> <ul style="list-style-type: none"> • Bachelor's degree in software development, Information technology or related discipline • Minimum two years' experience of developing customized software solutions • Knowledge and experience (two projects) of implementing database management systems for clients preferably related to complaints management <p>Competencies Required (both project Lead and solution developer)</p> <ul style="list-style-type: none"> • Strong interpersonal and communication skills; • Strong analytical, reporting and writing abilities skills; • Ability to plan, organize, implement and report on work; • Ability to work under pressure and tight deadlines; • Proven experience in similar assignment with other agencies; • Proficiency in the use of office IT applications and internet in conducting research; • Excellent presentation and facilitation skills. • Demonstrates integrity and ethical standards; • Positive, constructive attitude to work; • Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability. <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider

Annexes to this RFP ¹	<input checked="" type="checkbox"/> Detailed TOR <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ²
Contact Person for Inquiries (Written inquiries only) ³	<p><i>Deepak Naicker</i> <i>Procurement Associate</i> <i>procurement.fj@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

¹ Where the information is available in the web, a URL for the information may simply be provided.

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 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.

TERMS OF REFERENCE

Background

UNCDF PFIP is seeking expert Fiji based ICT firms that can enhance the Consumer Council of Fiji's (CCF) Complaints Management System (CMS) and Mobile App to incorporate Debt Management & Financial Impact Mediation features as well as Consumer awareness services. This update is part of UNCDF PFIPs COVID-19 response to assist affected Fijians with an online, easily accessible and agile platform to address debt issues and redress management through the CCF CMS mobile app.

CCF is currently developing a Complaints Management System (CMS) and a Mobile App. Both the applications are currently being tested by the CCF team before going live. The current COVID-19 situation has resulted in many Fijians losing their jobs or on reduced workhours. In this situation, it will become difficult for these affected people to effectively manage their debt obligations and if not managed well can lead to greater financial burden, and if the situation persists can even lead to severe stress and depression.

Debt Management and Financial Impact mediation is an area that CCF offers support to affected people. On account of the current situation, CCF would like to enhance their Mobile App for consumers to be able to raise specific requests regarding their financial impact concerns. CCF would further like to update relevant News & Advisory articles through the app for consumers to be well informed during this situation.

On account of this, CCF is currently considering enhancing their Mobile App and CMS application to be able to perform these functionalities. CCF have reached out to PFIP for technical support to develop a customized solution that can be housed and managed by CCF. This system will allow CCF staff to manage the mobile app & CMS for effective management of consumer complaints.

Having robust and accessible systems will provide better customer protection and awareness. Consumer protection is linked to the idea of consumer rights and to the formation of consumer organizations, which help consumers make better choices in the marketplace and get help with consumer complaints. Thus, establishing a mobile app and automated complaints management system at CCF will provide additional protection for those most vulnerable in society.

The focus of this project assignment is to build a system for CCF that can easily allow consumers to raise their grievances and allow the internal CCF staff to track, manage and resolves the grievances coming in. The system should capture all the information and updates for a complaint which can then be used for future review purposes.

The Consumer Council of Fiji - CCF

CCF is a statutory body established under the Consumer Council Act (Cap 235). The Council, as a watchdog protects the rights and interests of consumers by promoting a fair and just delivery of goods and services. First and foremost, the Consumer Council is an advocacy organisation, conducting rigorous research and policy analysis on key consumer issues. CCF's insight into consumer need is a powerful tool for influencing decision-makers to bring about change. The Council protects the vulnerable groups such as rural poor, physically and mentally challenged, children and women by identifying and articulating the policy issues that are of importance to the consumers.

PFIP: This aligns with PFIP's workstream 3 - consumer empowerment. A vital aspect of consumer empowerment is consumer protection. With access to a more structured and reliable complaints management system, consumers will be empowered with better information, disclosure and appropriate redress mechanisms. This initiative is also seen as effort to address and mitigate some of the economic effects of the COVID-19 pandemic.

Scope of Work

The following will be the scope of this assignment;

1. Existing Android Mobile App & CMS to be enhanced to include following functionalities.
2. The Mobile app will allow affected consumers to select if they have Financial /Debt Issue Complaints.
3. Mobile App will inform Consumers applicable Terms & Conditions.
4. Mobile App will allow Consumers to select Complaint nature and details. Following categories to be included:
 - a. Unsecure Loan
 - b. Motor Vehicle Loan
 - c. Home loan
 - d. Hire purchase
 - e. Moneylending
 - f. Banking services
 - g. Medical insurance
 - h. Life insurance
 - i. Motor vehicle insurance
 - j. Other
5. Creating a Complaint in the Mobile App to auto-register a complaint in the CMS.
6. Mobile App to allow Consumers to raise complaints or seek advice.
7. Mobile App to gather monetary value of each complaint.
8. Mobile App to allow Consumers to easily record complaint reference details for future reference.
9. Mobile App to have a News section. Consumers should be able to view the latest news updated by the council.
10. Mobile App to have an Advisory section. Consumers to be able to view the advisories posted.
11. Mobile App to allow Consumers to view details on their Rights & Responsibilities.
12. Mobile App to be simple & user friendly for Consumers.
13. Mobile App to have a simple interface and be designed with the Fiji consumers in mind.
14. Mobile App to integrate with the existing developed CMS and allow information pass through between Mobile App to CMS and back.
15. Council expects majority of consumers to use android mobile version. Extension of app to iOS platform has not been considered in this scope.
16. Mobile App to be scalable. Council may add additional functionalities or extend the app to iOS platforms in the future. App architecture to allow it to do that without major rework.
17. Council should have a facility to update news & advisory items regularly. Updation preferable through CMS as the Council staff have already been trained to use CMS.

18. CMS to have role-based access and allow only authorized CCF staff to update News & Advisory sections.
19. Authorised CCF staff to be able to view the specific category of financial complaints through CMS.
20. Financial complaints handling policies to be similar to the policies setup to manage other complaints through CMS.
21. Financial complaints to have escalation policies and turnaround time for accountability. Escalation process to be similar to the existing process followed for the other complaints.
22. CMS to allow reporting of Financial Complaints based on Council inputs.

CCF will ensure the following hardware and software is provided for the CMS and add on applications:

Item	Specification
Server Brand and Model	HP Pro Liant ML150 Gen9
Operating System (exact type and license)	Win Server 2012 R2 Standard
Hard Drive Capacity	2 x 500 GB
Type of Hard Drives	SATA
RAID Configuration	RAID 1
RAM	8 GB
Virtualization (VMware or HyperV)	-
Type and Number of Ports/Slots on Server (USB, Ethernet, etc.)	2 Ethernet, 6 USB
Ethernet Speed (10Mbps or 100Mbps or 1Gbps)	1Gbps

Duration of the Work

The consultancy is planned for a total of 8 weeks covering both onsite within CCF and remotely from the respective firm's office:

- 5 days of preliminary scoping & design work, discussions with CCF, requirement analysis with CCF
- 20 days of solution development (can be from remote site)
- 14 days for testing of solution, validation and user acceptance
- 14 days for modifications to the solution based on UAT and feedback from test phase
- 7 days for final implementation, training of CCF staff and provision of user manuals

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁴

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁵)

[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 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*
- b) Statement or evidence of good financial position for the company*
- c) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- d) 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

⁴ This serves as a guide to the Service Provider in preparing the Proposal.

⁵ 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	Percentage of Total Price	Price (Lumsum All Inclusive) USD
Mobile App Enhancement – Demo of Enhanced screens	40%	
CMS Enhancement – Demo of Enhanced screens	40%	
User acceptance, feedback and modifications, final version of solution	10%	
Final handover of solution and training of staff	10%	

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

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	No of days of engagement	Unit Cost (Rate per day) – USD	Total Cost (USD)
I. Personnel Services			
Team Leader			
Solution/Software Developer			
Any other staff (Specify Role)			
II. Other Related Costs (Specify)			

Note: Total cost in table D should match that of the total cost breakdown in Table E.

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

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.