

## Request for Proposal (RFP)

<b>National Open Bidding</b>	<b>DATE: 17-June-20</b>
	<b>REFERENCE: RFP-063-IND-2020</b>

Dear Sir / Madam:

We kindly request to submit your proposal for “**CSR Matchmaking Platform**” for **Government of Karnataka**.

As a pilot, the tool will be developed for Karnataka. The bidders are requested to submit technical and financial proposal for this purpose so that contract can be issued.

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

Annexure 1 – Description of Requirements

Annexure 2 – Terms of Reference

Annexure 3 – Form for submitting service provider’s Technical proposal

Annexure 4 – Form for submitting service provider’s Financial proposal

Annexure 5 – General Terms and Conditions of the Contract

Proposals may be submitted on or before the deadline indicated by UNDP in the e-tendering system. Proposals must be submitted in the online e-tendering system in the following link: <https://etendering.partneragencies.org> using your username and password. If you have not registered in the system before, you can register now by logging in using:

**Username:** event.guest

**Password:** why2change

You may visit below link to access e-tendering user manual and videos, which will be helpful in registration and submission of proposal on e-Tendering portal: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>

Your Proposal must be expressed in English language, and valid for a minimum period of Ninety (90) days.

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on “**Accept Invitation**”.

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. Kindly ensure that supporting documents required are signed and in the .pdf format, and free from any virus or corrupted files.

The Financial Proposal and the Technical Proposal files MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either “**TECHNICAL PROPOSAL**” or “**FINANCIAL PROPOSAL**”, as appropriate. Each document shall include the Proposer’s name and address. The file with the “FINANCIAL PROPOSAL” must be encrypted with a password so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request the Proposer to submit the password to open the Financial Proposal. The Proposer shall assume the responsibility for not encrypting the financial proposal.

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](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Yours sincerely,

Procurement Unit  
UNDP India

## Annex 1

### Description of Requirements

Context of the Requirement	<p>UNDP is soliciting the services of a service provider to design, develop and launch an IT platform. The objective of the platform is centred around CSR matchmaking specific to Karnataka, for identification of resources available in CSR budget and their effective utilization by the institutions working on ground.</p> <ul style="list-style-type: none"><li>✓ Web application with responsive templates</li><li>✓ Master for input of various data</li><li>✓ Data analytics with data modelling, Data Extraction, Data Manipulation and Data Visualization (e.g., data discovery, analyzing, visualization, reporting)</li><li>✓ Integration with external portals/ platform OWASP top 10 vulnerabilities should be addressed for security The service provider should get the platform security audited from any agency empanelled by NIC/ e-governance department of the state Government and identified by UNDP</li><li>✓ Onsite/offsite support at Department for trouble shooting purposes.</li><li>✓ Developing user manual and technical manuals for the dashboard</li><li>✓ Training staff at Government and UNDP team in use and administration of the dashboard</li><li>✓ Change Management</li><li>✓ Providing hosting and maintenance support</li><li>✓ Troubleshooting and fixing bugs</li><li>✓ Upgradation, customization and Ongoing tech support for a year</li></ul> <p>The resulting CSR platform should support in tracking as well as providing support for informed decision making in utilization of CSR budget across the State districts and Gram Panchayats and enable linking to the tool to the existing state level and national level dashboards.</p>
Brief Description of the Required Services	To create a platform centered around CSR matchmaking specific to Karnataka. as described in Annexure 2.
List and Description of Expected Outputs to be Delivered	Refer Annex-2, Terms of Reference
Person to Supervise the Work/Performance of the Service Provider	Head, State Outreach & SDG Integration Unit, New Delhi
Frequency of Reporting	Following of each stage of implementation, in a brief report format
Progress Reporting Requirements	Electronic Reports - Short narrative report, with indication of progress
Location of work	Bangalore, Karnataka,
Expected duration of work	Development of Dashboard: 3 months Post Development Maintenance Support: One Year
Target start date	July 2020

Latest completion date	3 Months
Travels Expected	Travel as per the requirement of ToR.
Special Security Requirements	<input checked="" type="checkbox"/> Others [Not Applicable]
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Others [Not Applicable]
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"/> Indian Rupees (INR)
GST on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of GST, which will be paid as applicable
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Refer Annex-2, Terms of Reference
Person(s) to review/inspect/approve outputs/completed services and authorize the disbursement of payment	Head, State Outreach & SDG Integration or a nominated person
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services
Criteria for Contract Award	<input checked="" type="checkbox"/> Compliance on Preliminary Examination of Proposals <input checked="" type="checkbox"/> Compliance on Essential Eligibility/Qualification requirements <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution). Minimum score to pass in technical evaluation is 70%. <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 Preliminary Examination of Proposals	1. Technical proposal is submitted separately from Financial Proposal 2. Financial proposal must be password protected. If not, proposal will get rejected. 3. Latest Certificate of Registration of Business submitted 4. Is the Offeror, or any of its joint venture member, included in UN Security Council 1267 List and List of Suspended and Removed Vendors	
Criteria for Essential Eligibility/Qualification	<b>Criteria</b>	<b>Supporting Document/s</b>
	Minimum of 5 team members should include experienced personnel with minimum 5 years of experience in the following categories: Business Analyst, UI/UX Designer, frontend/backend engineers, data analyst, Testing /Quality Assurance professional, software trainers and data visualizers	Detailed CVs of the professionals
	Service Provider should have executed minimum one similar dashboard  Service Provider should have an office and team in Bangalore for further coordination.	Copy of contract/work orders with list of relevant projects
	<b>Notes:</b> 1. If bidders do not meet any of the above listed criteria, their proposals <b>will not</b> be considered for further evaluation. 2. Bidders meeting above listed criteria are required to submit evidences (details / documents) in support – otherwise proposal may be disqualified.	
Criteria for the Assessment of Proposal	<b><u>Technical Proposal (70%)</u></b> <ul style="list-style-type: none"> <li>- Experience and expertise of the Service Provider in creation of tools (dashboards) for data analysis and visualizations (20 marks)</li> <li>- Detailed Proposal on the creation of Grant Matchmaking Platform with deliverables, with clear timelines and understanding of the Service Provider on the work to be done. (20 marks)</li> <li>- Qualification and experience of Team Leader (10 marks)</li> <li>- Qualification and experience of Key Team Members (10 marks)</li> </ul> <b><u>Financial Proposal (30%)</u></b> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.  <b>Financial proposal must be submitted separately, and password protected.</b>	
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider	
Deadline of Bid Submission	Date and Time: As specified in the system (note that time zone indicated in the system is New York Time zone).  <b>PLEASE NOTE: -</b>	

	<ol style="list-style-type: none"> <li>1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system.</li> <li>2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</li> </ol>
Conditions and Procedures for electronic submission and opening, if allowed	<p><input checked="" type="checkbox"/> One file, containing Technical proposal (including CVs, registration certificate and all supporting documents).</p> <p><input checked="" type="checkbox"/> One file, containing Financial Proposal (password encrypted). Password <u>must</u> not be provided to UNDP until it is formally requested by UNDP focal point.</p> <p>Note: We prefer uploading of pdf version of files on the e-Tendering portal. If one file is too bulky, may split into 4-5 files.</p>
Contact Person for Inquiries (Written inquiries only)	<p>Prabhakar Singh Email: <a href="mailto:prabhakar.singh@undp.org">prabhakar.singh@undp.org</a></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>
Who can apply	<p>Proposals are invited from the institutions/organizations only. Proposal submitted by Individuals will not be accepted.</p>

## **Annex 2**

### **Terms of Reference (TOR) Development of a “CSR matchmaking platform” for Government of Karnataka**

#### **I. BACKGROUND**

India introduced Corporate Social Responsibility (CSR) as an amendment to The Company Act 2013, which was implemented in 2014. The Act encourages companies with a net worth of INR 500 crore (cr.) or more, or a turnover of INR 1000 cr. or more, or a net profit of INR 5 cr. or more in a given financial year must spend 2 per cent of their net profits on CSR programmes. The companies must also formulate a CSR policy, CSR committee and disclose CSR activity in their Annual Report. The Companies Act, 2013, Section 135 and Corporate Social Responsibility (Policy) Rules 2014 (Act) has been a forward-looking move by the Government of India, calling on companies to partner in contributing to the country’s development challenges by unleashing creativity and innovation.

Compliance to requirements of Section 135 of The Companies Act 2013 by India Inc. has seen a significant increase over the last five years with regards to Corporate Social Responsibility (CSR) policy, committee, annual disclosure on CSR, to name a few. 76 per cent companies of the top 100 companies (listed Indian origin companies as per market capitalisation) have spent 2 per cent or more during 2018-19, which is a striking 100 per cent increase over the last five years. The cumulative expenditure by N100 companies from 2014-15 to 2018-19 is INR35077 crore. 12 per cent of these companies have gone ahead and aligned their CSR activities to Sustainable Development Goals- Agenda 2030. NITI Aayog’s Aspirational Districts Programme focusses heavily on health and education (60 percent weightage), among others, and thus demands innovation to address the concerns of these sectors. Annually, India Inc. (the top 100) spends approximately 60 percent of its CSR budget on health and education.<sup>1</sup>

The Ministry of Corporate Affairs is primarily concerned with administration of the Companies Act 2013, the Companies Act 1956, the Limited Liability Partnership Act, 2008 & other allied Acts and rules & regulations framed there-under mainly for regulating the functioning of the corporate sector in accordance with law. The Ministry launched a National CSR data portal to disseminate Corporate Social Responsibility related data and information filed by the companies registered with it. The portal gives the amount of CSR money spent in different states by various companies in different fiscal years.

The CSR Matchmaking Platform is an initiative of Department of Planning, Programme Monitoring and Statistics, Government of Karnataka in partnership with UNDP as part of the SDGCC Project for identification, facilitation and mobilisation of resources available with the Central & State PSUs, National and International donor Organizations and private sector as part of CSR initiative. It aims to match them with the institutions seeking funds. It is observed that companies despite having the resources and the intention to create positive change, are often unable to identify the right NGO partners across different geographies who are working in specific sub-sectors such as environment, healthcare, education, etc. The matchmaking platform will bridge the gap by identifying stakeholders and assess the credibility of the project. The macro view of the portal will look like a typical matchmaking platform showing CSR agencies and fund availability on the left and Government departments and institutions which are seeking funds on the right side. With the help of AI, the match making will be worked out. GIS tool may also be used to identify areas which are backward in human development index/ Aspirational districts/ SDG indicators and suggest the funders to pick up projects from that areas.

#### **II. OBJECTIVE OF THE SERVICE / WORK**

UNDP is soliciting the services of a service provider to design, develop and implement an IT platform. The objective of the platform is centered around CSR matchmaking specific to Karnataka, for identification of resources available in CSR budget and their effective utilization by the institutions working on ground.

- ✓ Responsive web application
- ✓ Master modules for input of various data

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<sup>1</sup> India’s CSR Reporting Survey 2019, KPMG

- ✓ Date analytics with data modelling, Data Extraction, Data Manipulation and Data Visualization (e.g., data discovery, analyzing, visualization, reporting)
- ✓ Predictive analysis (trends related to utilization of funds vs sector, etc.) based on 3 to 6 months data collection
- ✓ Integration with external portals/ platform
- ✓ OWASP top 10 vulnerabilities should be addressed for security
- ✓ The service provider should get the platform security audited from any agency empanelled by NIC/ e-governance department of the state Government and identified by UNDP
- ✓ The Service Provider should give deployment support of the application on the state Government data centre
- ✓ The infrastructure recommendation will be provided by the Service Provider to UNDP/state data centre
- ✓ Onsite/offsite support at Department for trouble shooting purposes.
- ✓ Developing user manual and technical manuals for the web application
- ✓ Training staff at Government and UNDP team in use and administration of the dashboard
- ✓ Change Management
- ✓ Providing hosting and maintenance support
- ✓ Troubleshooting and fixing bugs
- ✓ Upgradation, customization and Ongoing tech support for a year

The resulting CSR platform should support in tracking as well as providing support for informed decision making in utilization of CSR budget across the State, districts and Gram Panchayats and enable linking to the tool to the existing state level and national level dashboards.

### **III. SCOPE OF THE SERVICE / WORK**

To meet the above stated objectives, it is expected that the selected Service Provider, in collaboration with the UNDP shall develop a web-based platform that allows data on CSR budget available with companies against the projects districts/ states are planning. This platform is to be integrated with existing National CSR portal. The service provider should perform system study and design the architecture. Workflow mechanism to be included. Various stakeholder from district level, external agencies etc. should be enabled. Power users to be provided with customized dashboards. A linkage with the indicators of Aspirational Districts Programme and SDGs can also be featured in the dashboard.

#### **Overview:**

- Matchmaking of right potential partners from the CSR and social sector by automating the process should involve artificial intelligence and machine learning.
- Companies will be able to enter data on the historical spending under CSR in Karnataka as well as sectoral spending.
- A well-defined format will be available for NGOs to enter project details like clear timelines, budget estimates, expected impact. This will be required by the sponsors for efficient decision making.
- Provisioning user friendly GUI's
- Various stakeholders should be able to report on progress of the projects undertaken. This will help the sponsors in evaluating the projects and witness the impact achieved through their spending.

#### **User and roles**

1. Government/Departments:
  - Prepare CSR guidelines
  - Identify key areas
  - Allocate budget for specific Proposals
  - Approval/rejection of proposals
  - Monitoring the work
2. CSR funding agency
  - Indicate areas for CSR funding
  - Allocate budget



Define Demographics area  
Define project outcome  
Track expenditure  
Define Milestones  
Monitor Progress

3. NGO – Implementing agency

Create proposal based on project  
Define milestones  
Create project  
MoU with the Dept.  
Inception report  
Project Management  
Expenditure maintenance  
Monthly/Quarterly progress reports  
Final project report

**Homepage and the modules of the CSR matchmaking platform**

Key enablers

- Government can create a repository of requirements that could be funded by CSR or the Funding agency can define specific requirements.
- GIS mapping of projects would be beneficial for monitoring
- The users of government would be various departments who input their requirement. A competent authority/ Planning Department would validate the requirement. Upon validation, this requirement would be a part of CSR demand.
- Corporates can either choose from the existing demand or can create a new requirement while funding.
- The NGO's who are registered/empanelled could be either mapped to the project based on the core competency, or the NGO's could be required to provide a proposal.
- The proposal could be approved by the Corporate before implementation. The Milestones would be defined, and progress monitored by all stakeholders.
- Dashboard could be made public.

The module details are as given below:

Stakeholders

- PSUs
- Company/Donor
- Multilateral Agencies (Indian and International)
- Govt. Departments
- District Administration
- NGOs Registration
- Institutions

Entry point for the CSR web application:

- The link of this application will be made available on the website of Department of Planning, Programme Monitoring and Statistics. Click of the link will open up the login screen/registration screen of CSR platform.

Login Module:

- This module will allow the existing users of the portal to login to the application. For new users, registration button will be provided on this screen.

## Registration Module:

- Be it donor, govt department or implementer, one has to register themselves to be a user of this CRS web application.

## Home page:

- Post login, user will be navigated to the home page displaying the dashboard and other navigational links.

## Dashboard

- The dashboard will be interactive giving visualization of charts and graphs.

## Other navigational links

- Static modules
- Dynamic modules

The static modules will include the following:

### About Us (with sub-menus)

- Overview
- Vision
- Mission
- Objectives
- Functions
- Governing Body
- Advisory Body
- Notifications

## Other static links

- Success/impact Stories
  - CSR Awards
  - Events – Past & Upcoming
  - Media – News Paper
  - Photo Gallery
  - Video Gallery
  - Blog
  - Reports
  - EoI/Tender/RFPs
  - Proposal Formats
  - Progress report formats
  - Partners (National, international, NGOs, Institutions)
  - Agency
  - Profile /Area of expertise
  - Brief Note
- 
- About us - The dynamic modules will include the following:
  - Project submission - Based on the standard template, the implementing agency will put the requirements related to the project.
  - Project Funding - Proposed project funding will be entered by the CSRs, NGOs and other donors
    - Sector Wise

- Budget indicators
- Duration and location
- Entry based on Proposal template

Project Approvals - The Government departments of the relevant sector will approve the budget for the projects.

**Links to other websites - The CSR web application will have static links to the following websites:**

National CSR data portal owned by Ministry of Corporate Affairs ( <https://www.csr.gov.in/> )

NGO Darpan owned by NITI Aayog ( <https://ngodarpan.gov.in/> )

NGOs/CSOs/CBOs (Subset of NGO Partnership Portal of NITI Aayog)

NITI Aayog Best Practices Portal-  
(<http://www.indiaknowledgehub.gov.in/content/knowledgeportal/en/home.html>)

### **Mode of Data entry**

There will be provision of making data entries Online (web interface – responsive one) – The data entry for the indicators by the district departments and verification by State level departments will be done online.

The Department of Planning, Programming, Monitoring and Statistics shall be the owner of the data available in the website.

## **IV. EXPECTED OUTPUTS / DELIVERABLES**

- System Requirement Specification (SRS)
- Design Document
- Provide One year of continuous maintenance and support for resolving bugs in the application
- Capacity Building of DES/District admin staff to be able to update the data, maintain the dashboard
- Capacity building of ministries to input the data via the data input tool
- Development of additional widgets
- Open APIs
- Database architecture
- System Manual (Technical Document including updation for every new version of the Application based on enhancements/bug fixing)
- User Manual (including updation for every new version of the application)
- Security audit report
- Application installation guide including infrastructure recommendation
- Working copy of the source code (for the latest version of the application)

## **V. REPORTING AND MANAGEMENT**

The firm will work under the direct supervision of UNDP and the Department of Planning, Programme Monitoring and Statistics, Karnataka.

## **VI. DURATION OF ASSIGNMENT AND PAYMENT SCHEDULE**

- To be discussed based on the portal framework.
- **Implementation strategy for Karnataka. – Timelines to be Decided**
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<b><u>Deliverable</u></b>	<b><u>Timeline</u></b>	<b><u>Remarks</u></b>

## **Intellectual Property (IP) rights and Supply of Source Code**

UNDP retains ownership and Intellectual Property (IP) rights to use the software globally. The working copy of the “**Source Code**” should be provided to UNDP by the vendor contracted for the task. Source code shall mean a sealed package containing the source code form of the Product and related documentation on reliable media. Included therein shall be a fully commented and documented copy of the source code form of the Product, all relevant commentary, including explanation, flow charts, algorithms and subroutine descriptions, memory and overlay maps, and other documentation of the source code. Necessary instructions for incorporating any modification in the software and its compilation into an executable/installable product should be explained clearly.

The Complete transfer of the **Source Code** via physical storage or FTP of the “latest version of the code” to be done on NIC server or similar server mandated by State Governments. Upon transfer, **the agency will setup the system** and test the application. The transfer shall be deemed complete upon confirmation via email to the agency by UNDP that a) it is a working copy and b) it is complete.

The Service Provider shall not directly or indirectly, sublicense, relicense, distribute, disclose, use, rent or lease the Software or any portion thereof, for third party use, training, facilities management, time-sharing, use as an application service provider, or for the purpose of operating a service bureau.

## **Annex 3**

### **FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL**

**(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>2</sup>)**

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[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) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;
- d) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

#### **B. Qualifications of Key Personnel**

The Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is team leader, key personnel, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

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

[Designation]

[Date]

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

## Annex 4

### FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL **FOR KARNATAKASTATE**

#### A. Cost Breakdown per Deliverable\*

Deliverables	Percentage of total Contract Amount	Price (INR) (Lump Sum, All Inclusive)
Completion of activities under Phase I	30 %	
Completion of activities under Phase II	40 %	
Completion of activities under Phase III	25 %	
Completion of activities under Phase IV	5 %	
Total		INR.....

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

#### B. Cost Breakdown by Cost Component:

Description of Activity	Remuneration per Unit of Time (in INR)	Total Period of Engagement (in days)	No. of Personnel	Total Amount (INR)
<b>I. Personnel Services</b>				
1. Team Leader				
2. Team Member1				
3. Team Member2				
4. Any other personnel in line with the requirements of ToR				
<b>II. Other related expenses</b>				
1. Technical Aspects Costing (Please provide details)				
2. Security Audit charges				
3. Post Implementation support for maintenance		One Year		
4. Travel & related costs				
3. Others, if any				
<b>Total</b>				<b>INR.....</b>

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

**GENERAL TERMS AND CONDITIONS FOR  
INSTITUTIONAL (DE MINIMIS) CONTRACTS**

This Contract is between the United Nations Development Programme, a subsidiary organ of the United Nations established by the General Assembly of the United Nations (hereinafter “UNDP”), on the one hand, and a company or organization indicated in the Face Sheet of this Contract (hereinafter the “Contractor”), on the other hand.

**1. LEGAL STATUS OF THE PARTIES:** UNDP and the Contractor shall be referred to as a “Party” or, collectively, “Parties” hereunder, and:

**1.1** Pursuant, *inter alia*, to the Charter of the United Nations and the Convention on the Privileges and Immunities of the United Nations, the United Nations, including its subsidiary organs, has full juridical personality and enjoys such privileges and immunities as are necessary for the independent fulfilment of its purposes.

**1.2** The Contractor shall have the legal status of an independent contractor *vis-à-vis* UNDP, and nothing contained in or relating to the Contract shall be construed as establishing or creating between the Parties the relationship of employer and employee or of principal and agent. The officials, representatives, employees, or subcontractors of each of the Parties shall not be considered in any respect as being the employees or agents of the other Party, and each Party shall be solely responsible for all claims arising out of or relating to its engagement of such persons or entities.

**2. OBLIGATIONS OF THE CONTRACTOR:**

**2.1** The Contractor shall perform and complete the services described in the Terms of Reference and Schedule of Payments (hereinafter the “Services”), with due diligence and efficiency, and in accordance with this Contract. The Contractor shall also provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of the Services.

**2.2** The Contractor represents and warrants the accuracy of any information or data provided to UNDP for the purpose of entering into this Contract, as well as the quality of the deliverables and reports foreseen under this Contract, in accordance with the highest industry and professional standards.

**2.3** All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the provision of the Services.

**3. LONG TERM AGREEMENT:** If the Contractor is engaged by UNDP on the basis of a long-term agreement (“LTA”) as indicated in the Face Sheet of this Contract, the following conditions shall apply:

**3.1** UNDP does not warrant that any quantity of Services shall be ordered during the term of the LTA.

**3.2** Any UNDP business unit, including, but not limited to, a Headquarters unit, a Country Office or a Regional Centre, as well as any United Nations entity, may benefit from the retainer and order Services from the Contractor hereunder.

**3.3** The Contractor shall provide the Services, as and when requested by UNDP and reflected in a purchase order, which shall be subject to the terms and conditions stipulated in this Contract. For the avoidance of doubt, UNDP shall acquire no legal obligations towards the Contractor unless and until a purchase order is issued.

**3.4** The Services shall be at the Discount Prices annexed hereto. The prices shall remain in effect for a period of three years from the Starting Date stated in the Face Sheet of this Contract.

**3.5** In the event of any advantageous technical changes and/or downward pricing of the Services during the term of the retainer, the Contractor shall notify UNDP immediately. UNDP shall consider the impact of any such event and may request an amendment to the retainer.

**3.6** The Contractor shall report semi-annually to UNDP on the Services provided, unless otherwise specified in the Contract. Each report should be submitted to the UNDP Contact Person indicated in as indicated in the Face Sheet hereto, as well as to a UNDP business unit that has placed a purchase order for the Services during the reporting period.

**3.7** The LTA shall remain in force for the maximum period of two years and may be extended by UNDP for one additional year by mutual agreement of the Parties.

**4. PRICE AND PAYMENT:**

**4.1 FIXED PRICE:** If Fixed Price is chosen as a payment method pursuant to the Face Sheet of this Contract, in full consideration for the complete and satisfactory provision of the Services, UNDP shall pay the Contractor a fixed amount indicated in the Face Sheet of this Contract.

**4.1.1** The amount stated in the Face Sheet of this Contract is not subject to any adjustment or revision because of price or currency fluctuations, or the actual costs incurred by the Contractor in the performance of the Contract.

**4.1.2** UNDP shall effect payments to the Contractor in the amounts and pursuant to the schedule of payments set forth in the Terms of Reference and Schedule of Payments, upon completion by the Contractor of the corresponding deliverable(s) and upon acceptance by UNDP of the original invoices submitted by the Contractor to the UNDP Contact Person indicated in the Face Sheet of this Contract, together with whatever supporting documentation that may be required by UNDP:

4.1.3 Invoices shall indicate a deliverable completed and the corresponding amount payable.

4.1.4 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's provision of the Services.

**4.2 COST REIMBURSEMENT:** If Cost Reimbursement is chosen as a payment method pursuant to the Face Sheet of this Contract, in full consideration for the complete and satisfactory provision of the Services under this Contract, UNDP shall pay the Contractor an amount not exceeding the total amount stated in the Face Sheet of this Contract.

4.2.1 The said amount is the maximum total amount of reimbursable costs under this Contract. The breakdown of costs contained in the Financial Proposal, referred to in the Face Sheet to this Contract shall specify the maximum amount per each cost category that is reimbursable under this Contract. The Contractor shall specify in its invoices or financial reports (as required by UNDP) the amount of the actual reimbursable costs incurred in the provision of the Services.

4.2.2 The Contractor shall not provide the Services or equipment, materials and supplies that may result in any costs in excess of the amount stated in the Face Sheet of this Contract, or of the maximum amount per each cost category specified in the breakdown of costs contained in the Financial Proposal, without the prior written agreement of the UNDP Contact Person.

4.2.3 The Contractor shall submit original invoices or financial reports (as required by UNDP) for the Services provided in accordance with the schedule set forth in the Terms of Reference and Schedule of Payments. Such invoices or financial reports shall indicate a deliverable or deliverables completed and the corresponding amount payable. They shall be submitted to the UNDP Contact Person, together with whatever supporting documentation of the actual costs incurred that is required in the Financial Proposal, or may be required by UNDP.

4.2.4 UNDP shall effect payments to the Contractor upon completion by the Contractor of the deliverable(s) indicated in the original invoices or financial reports (as required by UNDP) and upon acceptance of these invoices or financial reports by UNDP. Such payments shall be subject to any specific conditions for reimbursement specified in the breakdown of costs contained in the Financial Proposal.

4.2.5 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.

## **5. ADVANCE PAYMENT:**

5.1 If an advance payment is due to the Contractor pursuant to the Face Sheet of this Contract, the Contractor shall submit an original invoice for the amount of that advance payment upon signature of this Contract by the Parties.

5.2 If an advance payment representing 20% or more of the total contract value, or amounting to US\$30,000 or more, is to be made by UNDP upon signature of the Contract by the Parties, such payment shall be contingent upon receipt and acceptance by UNDP of a bank guarantee or a certified cheque for the full amount of the advance payment, valid for the duration of the Contract, and in a form acceptable to UNDP.

## **6. SUBMISSION OF INVOICES AND REPORTS:**

6.1 All original invoices, financial reports and any other reports and supporting documentation required under this Contract shall be submitted by mail by the Contractor to UNDP Contact Person. Upon request of the Contractor, and subject to approval by UNDP, invoices and financial reports may be submitted to UNDP by fax or email.

6.2 All reports and invoices shall be submitted by the Contractor to the UNDP Contact Person specified in the Face Sheet of this Contract.

## **7. TIME AND MANNER OF PAYMENT:**

7.1 Invoices shall be paid within thirty (30) days of the date of their acceptance by UNDP. UNDP shall make every effort to accept an original invoice or advise the Contractor of its non-acceptance within a reasonable time from receipt.

7.2 Where the Services are to be provided, in addition to an invoice, the Contractor shall submit to UNDP a report, describing in detail the Services provided under the Contract during the period of time covered in each report. All reports shall be written in the English language.

## **8. RESPONSIBILITY FOR EMPLOYEES:**

8.1 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.

8.2 The Contractor is responsible for and shall assume all risk and liabilities relating to its personnel and property. The Contractor shall (i) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the Services are being provided; and (ii) assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan. UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNDP's property in its custody as set forth above.

**9. 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.

**10. SUBCONTRACTING:** 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.

**11. 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 worker'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.

**12. INSURANCE AND LIABILITY:**

**12.1** 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.

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

**12.3** 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.

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

**12.4.1** Name UNDP as additional insured;

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

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

**12.5** The Contractor shall, upon request, provide UNDP with satisfactory evidence of the insurance required under this Article 12.

**13. ENCUMBRANCES AND 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 UNDP against any monies due to the Contractor or that may become due for any work done or against any goods supplied or materials furnished under the Contract, or by reason of any other claim or demand against the Contractor or UNDP.

**14. EQUIPMENT FURNISHED BY UNDP TO THE CONTRACTOR:** Title to any equipment and supplies that may be furnished by UNDP to the Contractor for the performance of any obligations under the Contract shall rest with UNDP, and any such equipment shall be returned to UNDP at the conclusion of the 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, and the Contractor shall be liable to compensate UNDP for the actual costs of any loss of, damage to, or degradation of the equipment that is beyond normal wear and tear.

**15. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

**15.1** Except as is otherwise expressly provided in writing in the Contract, 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 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. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for UNDP.

**15.2** 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, UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to 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.

**15.3** At the request of 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 UNDP in compliance with the requirements of the applicable law and of the Contract.

**15.4** 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 UNDP, shall be made available for use or inspection by 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.

**16. PUBLICITY, AND USE OF THE NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:** The Contractor shall not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship 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 the United Nations in connection with its business or otherwise without the written permission of UNDP.

**17. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:** Information and data that is considered proprietary by either Party or 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:

**17.1** The Recipient shall:

**17.1.1** 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*,

**17.1.2** use the Discloser’s Information solely for the purpose for which it was disclosed.

**17.2** 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 17, the Recipient may disclose Information to:

**17.2.1** any other party with the Discloser’s prior written consent; *and*,

**17.2.2** 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:

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

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

**17.2.2.3** for the United Nations, a principal or subsidiary organ of the United Nations established in accordance with the Charter of the United Nations.

**17.3** 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 UNDP sufficient prior notice of a request for the disclosure of Information in order to allow UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

**17.4** UNDP may disclose Information to the extent as required pursuant to the Charter of the United Nations, or pursuant to resolutions or regulations of the General Assembly or rules promulgated thereunder.

**17.5** 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.

**17.6** 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.

**18. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS:**

**18.1** In the event of and as soon as possible after the occurrence of any cause constituting *force majeure*, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract. The affected Party shall also notify the other Party of any other changes in condition or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. Not more than fifteen (15) days following the provision of such notice of *force majeure* or other changes in condition or occurrence, the affected Party shall also submit a statement to the other Party of estimated expenditures that will likely be incurred for the duration of the change in condition or the event of *force majeure*. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of a cause constituting *force majeure* shall take such action as it reasonably considers to be appropriate or necessary in the circumstances, including the granting to the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

**18.2** If the Contractor is rendered unable, wholly or in part, by reason of *force majeure* to perform its obligations and meet its responsibilities under the Contract, UNDP shall have the right to suspend or terminate the Contract on the same terms and conditions as are provided for in Article 19, “Termination,” except that the period of notice shall be seven (7) days instead of thirty (30) days. In any case, UNDP shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of *force majeure* for any period in excess of ninety (90) days.

**18.3** *Force majeure* as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, *provided that* such acts arise from causes beyond the control and without the fault or negligence of the Contractor. The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in areas in which 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.

## **19. TERMINATION:**

**19.1** 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 22.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

**19.2** UNDP may terminate the Contract at any time by providing written notice to the Contractor in any case in which the mandate of UNDP applicable to the performance of the Contract or the funding of UNDP applicable to the Contract is curtailed or terminated, whether in whole or in part. In addition, unless otherwise provided by the Contract, upon sixty (60) day's advance written notice to the Contractor, UNDP may terminate the Contract without having to provide any justification therefor.

**19.3** In the event of any termination of the Contract, no payment shall be due from UNDP to the Contractor except for the Services satisfactorily provided to UNDP in accordance with the requirements of the Contract.

**19.4** 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, 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 UNDP of the occurrence of any of the above events.

**19.5** The provisions of this Article 19 are without prejudice to any other rights or remedies of UNDP under the Contract or otherwise.

**20. NON-WAIVER OF RIGHTS:** The failure by either Party to exercise any rights available to it, whether under the Contract or otherwise, shall not be deemed for any purposes to constitute a waiver by the other Party of any such right or any remedy associated therewith, and shall not relieve the Parties of any of their obligations under the Contract.

**21. NON-EXCLUSIVITY:** Unless otherwise specified in the Contract, UNDP shall have no obligation to purchase any minimum quantities of goods or services from the Contractor, and UNDP shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity described in the Contract, from any other source at any time.

## **22. SETTLEMENT OF DISPUTES:**

**22.1 AMICABLE SETTLEMENT:** The Parties shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of the 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 Conciliation Rules then obtaining of the United Nations Commission on International Trade Law ("UNCITRAL"), or according to such other procedure as may be agreed between the Parties in writing.

**22.2 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 22.1, 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. 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") and Article 34 ("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.

**23. PRIVILEGES AND IMMUNITIES:** Nothing in or relating to the Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

## **24. TAX EXEMPTION:**

**24.1** Article II, 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 restrictions, 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

exemptions of UNDP from such taxes, restrictions, duties, or charges, the Contractor shall immediately consult with UNDP to determine a mutually acceptable procedure.

**24.2** The Contractor authorizes UNDP to deduct from the Contractor's invoices any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties, or charges under written protest. In that event, the Contractor shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized, and UNDP shall reimburse the Contractor for any such taxes, duties, or charges so authorized by UNDP and paid by the Contractor under written protest.

**25. MODIFICATIONS:** No modification or change in this Contract shall be valid and enforceable against UNDP unless executed in writing by the duly authorized representatives of the Parties.

**26. AUDITS AND INVESTIGATIONS:**

**26.1** Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or external, of UNDP or by other authorized and qualified agents of UNDP at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by UNDP other than in accordance with the terms and conditions of the Contract.

**26.2** UNDP may conduct investigations relating to any aspect of the Contract or the award thereof, the obligations performed under the Contract, and the operations of the Contractor generally relating to performance of the Contract at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract.

**26.3** The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to UNDP access to the Contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Contractor's personnel and relevant documentation. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

**26.4** UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits or investigations to have been paid by UNDP other than in accordance with the terms and conditions of the Contract. The Contractor also agrees that, where applicable, donors to UNDP whose funding is the source of, in whole or in part, the funding for the procurement of Goods and/or Services which are the subject of this Contract, shall have direct recourse to the Contractor for the recovery of any funds determined by UNDP to have been used in violation of  
of or inconsistent with this Contract.

**27. LIMITATION ON ACTIONS:**

**27.1** Except with respect to any indemnification obligations in Article 11, above, or as are otherwise set forth in the Contract, any arbitral proceedings in accordance with Article 22.2, above, arising out of the Contract must be commenced within three years after the cause of action has accrued.

**27.2** The Parties further acknowledge and agree that, for these purposes, a cause of action shall accrue when the breach actually occurs, or, in the case of latent defects, when the injured Party knew or should have known all of the essential elements of the cause of action, or in the case of a breach of warranty, when tender of delivery is made, except that, if a warranty extends to future performance of the goods or any process or system and the discovery of the breach consequently must await the time when such goods or other process or system is ready to perform in accordance with the requirements of the Contract, the cause of action accrues when such time of future performance actually begins.

**28. ESSENTIAL TERMS:** The Contractor acknowledges and agrees that each of the provisions in Articles 29 to 35 hereof constitutes an essential term of the Contract and that any breach of any of these provisions shall entitle UNDP to terminate the Contract or any other contract with UNDP immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind. In addition, nothing herein shall limit the right of UNDP to refer any alleged breach of the said essential terms to the relevant national authorities for appropriate legal action.

**29. SOURCE OF INSTRUCTIONS:** The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its obligations under the Contract. Should any authority external to UNDP seek to impose any instructions concerning or restrictions on the Contractor's performance under the Contract, the Contractor shall promptly notify UNDP and provide all reasonable assistance required by UNDP. The Contractor shall not take any action in respect of the performance of its obligations under the Contract that may adversely affect the interests of UNDP or the United Nations, and the Contractor shall perform its obligations under the Contract with the fullest regard to the interests of UNDP.

**30. STANDARDS OF CONDUCT:** The Contractor warrants that it has not and shall not offer any direct or indirect benefit arising from or related to the performance of the Contract, or the award thereof, to any representative, official,

employee or other agent of UNDP. The Contractor shall comply with all laws, ordinances, rules and regulations bearing upon the performance of its obligations under the Contract. In addition, in the performance of the Contract, the Contractor shall comply with the Standards of Conduct set forth in the Secretary General's Bulletin ST/SGB/2002/9 of 18 June 2002, entitled "Regulations Governing the Status, Basic Rights and Duties of Officials other than Secretariat Officials, and Expert on Mission" and ST/SGB/2006/15 of 26 December 2006 on "Post-employment restrictions", and shall also comply with and be subject to the requirements of the following:

**30.1** The UN Supplier Code of Conduct;

**30.2** UNDP Policy on Fraud and other Corrupt Practices ("UNDP Anti-fraud Policy");

**30.3** UNDP Office of Audit and Investigations (OAI) Investigation Guidelines;

**30.4** UNDP Vendor Sanctions Policy; and

**30.5** All security directives issued by UNDP.

The Contractor acknowledges and agrees that it has read and is familiar with the requirements of the foregoing documents which are available online at [www.undp.org](http://www.undp.org) or at <http://www.undp.org/content/undp/en/home/operations/procurement/business/>. In making such acknowledgement, the Contractor represents and warrants that it is in compliance with the requirements of the foregoing, and will remain in compliance throughout the term of this Contract.

**31. OBSERVANCE OF THE LAW:** The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract. In addition, the Contractor shall maintain compliance with all obligations relating to its registration as a qualified vendor of goods or services to UNDP, as such obligations are set forth in UNDP vendor registration procedures.

**32. CHILD LABOR:** The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiary or affiliated entities (if any) 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.

**33. MINES:** The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiaries or affiliated entities (if any) is engaged in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

**34. SEXUAL EXPLOITATION:**

**34.1** In the performance of the Contract, the Contractor shall comply with the Standards of Conduct set forth in the Secretary-General's bulletin ST/SGB/2003/13 of 9 October 2003, concerning "Special measures for protection from sexual exploitation and sexual abuse." In particular, the Contractor shall not engage in any conduct that would constitute sexual exploitation or sexual abuse, as defined in that bulletin.

**34.2** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by its employees or any other persons engaged and controlled 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 reasonable and appropriate measures to prohibit its employees or other persons engaged and controlled by it from exchanging any money, goods, services, or other things of value, for sexual favors or activities, or from engaging any sexual activities that are exploitive or degrading to any person.

**34.3** 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.

**35. ANTI-TERRORISM:** The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under the Contract is used to provide support to individuals or entities associated with terrorism and that recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267(1999). The list can be accessed via [https://www.un.org/sc/suborg/en/sanctions/1267/aq\\_sanctions\\_list](https://www.un.org/sc/suborg/en/sanctions/1267/aq_sanctions_list). This provision must be included in all sub-contracts or sub-agreements entered into under the Contract.