



REQUEST FOR PROPOSAL (RFP)

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|---------------------------|---------------------------|
| NAME & ADDRESS OF FIRM | DATE: March 17, 2021 |
| | REFERENCE: "SALW Project" |

Dear Sir / Madam:

We kindly request you to submit your Proposal for "Laboratory Information Management System and Open Case File Database development".

Please be guided by the form attached hereto as Part 2, in preparing your Proposal. Proposals may be submitted on or before **Wednesday, March 31, 2021 at 14:00 hrs** via eTendering.

Allowable Manner of Submitting Proposals: e-Tendering only. Bids not sent in e-Tendering system will not be considered. Proposal Submission Address: <https://etendering.partneragencies.org>

Please acknowledge receipt of this RFP by using the "Accept Invitation" function in e-Tendering system. This will enable you to receive amendments or updates to the RFP. Please find the link for all the procurement guides and videos:
<https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html>

Electronic submission (e-Tendering) requirements:

- Format: PDF files only
- File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.
- All files must be free of viruses and not corrupted.
- Max. File Size per transmission: 35 MB
- UNDP reserves the rights to ask for originals during the evaluation.

Please name the submitted files following the structure of the solicitation document and consolidate the files into as few files as possible, using compression tools (zip etc.).

Your Proposal must be expressed in the **English Language**, and valid for a minimum period of **90 (ninety) days**

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated

above, for whatever reason, shall not be considered for evaluation. 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/business/protest-and-sanctions.html>

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:

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.


Sincerely yours,
Nuno Queiros
Deputy Resident Representative

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PART 1

DESCRIPTION OF REQUIREMENTS

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| Context of the Requirement | <p>The United Nations Development Programme (UNDP) is acting as an implementing agency of the activities in the framework of Roadmap for a sustainable solution to arms control to the illegal possession, misuse and trafficking of Small Arms and Light Weapons (SALW) and their ammunition in the Western Balkans. The Roadmap was developed by the Western Balkans authorities with SEESAC's technical support under the auspices of France and Germany and in consultation with the EU and all other relevant actors and adopted in July 2018 at the London Summit. The Roadmap is complemented by individual Action Plans that are developed by the WB jurisdictions with the support of UNDP SEESAC.</p> <p>The project Support Albania's Law Enforcement Authorities to Strengthen Firearms Criminality Evidence Management and Investigation Capacities in the field of custody chain, crime scene investigations and the ballistic laboratory in the field of operations and investigations in trafficking of firearms and firearms criminality is supporting the implementation of the specific goals of the Roadmap.</p> <p>With regard to systems, the Project will support the adoption and implementation of a Laboratory Inventory Management System (LIMS), a basic necessity to any forensic laboratory, with the ability to offer process automation for tracking users who enter data; tracking samples arriving at the laboratory; generate, manage and distribute case reports; and manage workflows and data integrity throughout the process.</p> <p>The Project will also address some present deficiencies regarding the management of open file cases for ballistics. This includes the development of software for OCF evidencing and automation and improvement of physical storage.</p> <p>During ballistic examination, bullets or cartridge cases are very often compared to open case file which is a collection of bullets and cartridge cases that are stored of unsolved cases. It is absolutely important that these open case files are established, well organized, adequately stored and centralized in AISP.</p> <p>LIMS should be established for AISP and all CSI units in Albania and to be designed according to customer's requests; concept of LIMS is Case Management System; the supplier (provider) of LIMS needs to have the capacity of a solutions developer.</p> |
| Implementing Partner of UNDP | Albanian Institute of Scientific Police |
| Brief Description of the Required Services ¹ | Creation of the Laboratory Information Management System (LIMS) and Open Case File Data Base for Ballistic examination. |

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

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| List and Description of Expected Outputs to be Delivered | <p><u>Note:</u> A detailed Terms of Reference is given in Annex 4.</p> <p>Under the direct supervision of the UNDP Project Technical Advisor, the Selected bidder shall perform the following tasks:</p> <ol style="list-style-type: none"> 1. Preparation (Establishment of implementation team); 2. Background analysis; 3. Analysis of business processes, technical requirements, and beneficiary's request; 4. Development of LIMS and OCF Database; 5. Training of staff; 6. Launching of LIMS and OCF Database; 7. Development of technical documentation. <p>The Selected Bidder shall be responsible for the following deliverables:</p> <ol style="list-style-type: none"> 1. Inception Report; 2. Software requirements document; 3. The initial (Beta) version of LIMS; 4. The final LIMS and OCF Database applications; 5. Report of joint testing of LIMS and OCF Database; 6. Training materials prepared and trainings delivered; 7. Launching of the system of two applications (LIMS and OCF Database). |
| Person to Supervise the work/ Performance of the Service Provider | All deliverables have to be quality reviewed and approved by the UNDP Project Technical Advisor with the support from the end user. |
| Location of work | <input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location and as defined in the ToR |
| Expected duration of work | Up to 4 months. |
| Target start date | 10 April 2021 |
| Latest completion date | 31 July 2021 |
| Travels Expected | As explained in ToRs |
| Special Security Requirements | <p>N/A</p> <input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others: |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | <input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required |

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| Names and curriculum vitae of individuals who will be involved in completing the services | <input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required Important Remark: In case a sub-contracting is envisaged, the majority of the required/proposed team members (key personnel) must be the Bidder's (legal entity's) employees, to include the Team Leader. Bids containing majority of the proposed team members that are a sub-contractor's personnel shall be rejected. |
| Currency of Proposal | <input checked="" type="checkbox"/> United States Dollars for international companies <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (Albanian Lek) for local companies |
| Value Added Tax on Price Proposal ² | <input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes "In case the services provided by your entity will be exempt or out of scope of Albanian VAT, please clearly state the law provisions your organization makes reference to. In case of non for-profit organizations, please note that based on Law 92/2014 dated 24.07.2014 and Decision 953, dated 29.12.2014, there are certain conditions to be met in order for the services provided by the latter to be considered as exempt from VAT. In case your entity will opt for such exemption, please provide us proof that your organization meets all the conditions stipulated in article 2 of Decision 953." <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>) | <input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal. |
| Partial Quotes | <input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted [<i>pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in Lots, etc.)</i>] |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | 1. Inception Report.....15 days after the contract start date 2. Software requirements document30 days after the contract start date 3. The initial (Beta) version of LIMS2.5 months after the contract start date 4. The final LIMS and OCF Database applications3.5 months after the contract start date 5. Report of joint testing of LIMS and OCF Database ..3m and 3w after the contract start date 6. Training materials prepared and trainings delivered .3m and 3w after the contract start date 7. Launching of the system of two applications (LIMS and OCF Database)4 months after the contract start date |

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| Payment Terms ³ | Payment at the end of the process |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Project Technical Advisor |
| Type of Contract to be Signed | <input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Goods and/or Services <input type="checkbox"/> Long-Term Agreement ⁴ (if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Other Type of Contract [pls. specify] |
| Criteria for Contract Award | <input type="checkbox"/> Lowest Price Quote among technically responsive offers (threshold 70% points obtained in the technical evaluation) <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 shall be grounds for the rejection of the Proposal. |
| Criteria for the Assessment of Proposal | <u>Technical Proposal</u> <input checked="" type="checkbox"/> Expertise and Experience of the Firm (45%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (25%) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (30%) |
| UNDP will award the contract to: | <input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors: |
| Contract General Terms and Conditions ⁵ | <input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html |
| Contact Person for Inquiries (Written inquiries only) ⁶ | UNDP Albania Procurement Unit procurement.al@undp.org |

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| | 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. |
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PART 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[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:

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

2.2 *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

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

will be appropriate to the local conditions and context of the work.

2.3 *Qualifications of Key Personnel*

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.*

2.4 *Cost Breakdown Cost of Component 1 (the table is an example)*

| | Proposed Input | Monthly Rate | Total Cost |
|----------------------------------|---------------------------|-------------------------|-------------------|
| | Month | | |
| Key staff | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Non-Key Staff | | | |
| | | | |
| | | | |
| Other Services | | | |
| | | | |
| | | | |
| | | | |
| Total Cost of Component 1 | | | |

2.5 Cost Breakdown Cost of Component 2

| | Proposed Input | Monthly Rate | Total Cost |
|---------------------------|-------------------|-----------------|------------|
| | Month | | |
| Key staff | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Non-Key Staff | | | |
| | | | |
| | | | |
| Other Services | | | |
| | | | |
| | | | |
| | | | |
| Total Cost of Component 2 | | | |

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

GENERAL TERMS AND CONDITIONS FOR 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 fulfillment 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 deliver the goods described in the Technical Specifications for Goods (hereinafter the “Goods”) and/or 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 delivery of the Goods and/or performance of the Services.

2.2 To the extent that the Contract involves any purchase of the Goods, the Contractor shall provide UNDP with written evidence of the delivery of the Goods. Such evidence of delivery shall, at the minimum, consist of an invoice, a certification of conformity, and other supporting shipment documentation as may otherwise be specified in the Technical Specifications for Goods.

2.3 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.

2.4 All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the delivery of the Goods and/or 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 Goods and/or 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 Goods and/or Services from the Contractor hereunder.

3.3 The Contractor shall provide the Services and/or deliver the Goods, 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 Goods and/or 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 Goods and/or 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 Goods delivered and/or 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 Goods and/or 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 delivery of the Goods and/or 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 delivery of the Goods and/or 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 delivery of the Goods and/or 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 delivery of the Goods and/or the provision of the Services.

4.2.2 The Contractor shall not provide the Services and/or deliver the Goods 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 Goods delivered in accordance with the Technical Specifications for Goods and/or 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 delivery of the Goods and/or 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.

8. RESPONSIBILITY FOR EMPLOYEES: To the extent that the Contract involves the provision of the Services to UNDP by the Contractor's officials, employees, agents, servants, subcontractors and other representatives (collectively, the Contractor's "personnel"), the following provisions shall apply:

8.1 The Contractor is responsible for and shall assume all risk and liabilities relating to its personnel and property.

8.2 The Contractor shall be responsible for the professional and technical competence of the personnel it assigns to perform work under the Contract and will select reliable and competent individuals who will be able to effectively perform the obligations under the Contract and who, while doing so, will respect the local laws and customs and conform to a high standard of moral and ethical conduct.

8.3 Such Contractor personnel shall be professionally qualified and, if required to work with officials or staff of UNDP, shall be able to do so effectively. The qualifications of any personnel whom the Contractor may assign or may propose to assign to perform any obligations under the Contract shall be substantially the same, or better, as the qualifications of any personnel originally proposed by the Contractor.

8.4 At the option of and in the sole discretion of UNDP:

8.4.1 the qualifications of personnel proposed by the Contractor (*e.g.*, a curriculum vitae) may be reviewed by UNDP prior to such personnel's performing any obligations under the Contract;

8.4.2 any personnel proposed by the Contractor to perform obligations under the Contract may be interviewed by qualified staff or officials of UNDP prior to such personnel's performing any obligations under the Contract; and,

8.4.3 in cases in which, pursuant to Article 8.4.1 or 8.4.2, above, UNDP has reviewed the qualifications of such Contractor's personnel, UNDP may reasonably refuse to accept any such personnel.

8.5 Requirements specified in the Contract regarding the number or qualifications of the Contractor's personnel may change during the course of performance of the Contract. Any such change shall be made only following written notice of such proposed change and upon written agreement between the Parties regarding such change, subject to the following:

8.5.1 UNDP may, at any time, request, in writing, the withdrawal or replacement of any of the Contractor's personnel, and such request shall not be unreasonably refused by the Contractor.

8.5.2 Any of the Contractor's personnel assigned to perform obligations under the Contract shall not be withdrawn or replaced without the prior written consent of UNDP, which shall not be unreasonably withheld.

8.5.3 The withdrawal or replacement of the Contractor's personnel shall be carried out as quickly as possible and in a manner that will not adversely affect the performance of obligations under the Contract.

8.5.4 All expenses related to the withdrawal or replacement of the Contractor's personnel shall, in all cases, be borne exclusively by the Contractor.

8.5.5 Any request by UNDP for the withdrawal or replacement of the Contractor's personnel shall not be considered to be a termination, in whole or in part, of the Contract, and UNDP shall not bear any liability in respect of such withdrawn or replaced personnel.

8.5.6 If a request for the withdrawal or replacement of the Contractor's personnel is *not* based upon a default by or failure on the part of the Contractor to perform its obligations in accordance with the Contract, the misconduct of the personnel, or the inability of such personnel to reasonably work together with UNDP officials and staff, then the Contractor shall not be liable by reason of any such request for the withdrawal or replacement of the Contractor's personnel for any delay in the performance by the Contractor of its obligations under the Contract that is substantially the result of such personnel's being withdrawn or replaced.

8.6 Nothing in Articles 8.3, 8.4 and 8.5, above, shall be construed to create any obligations on the part of UNDP with respect to the Contractor's personnel assigned to perform work under the Contract, and such personnel shall remain the sole responsibility of the Contractor.

8.7 The Contractor shall be responsible for requiring that all personnel assigned by it to perform any obligations under the Contract and who may have access to any premises or other property of UNDP shall:

8.7.1 undergo or comply with security screening requirements made known to the Contractor by UNDP, including but not limited to, a review of any criminal history;

8.7.2 when within UNDP premises or on UNDP property, display such identification as may be approved and furnished by UNDP security officials, and that upon the withdrawal or replacement of any such personnel or upon termination or completion of the Contract, such personnel shall immediately return any such identification to UNDP for cancellation.

8.8 Within one working day after learning that any of Contractor's personnel who have access to any UNDP premises have been charged by law enforcement authorities with an offense other than a minor traffic offense, the Contractor shall provide written notice to inform UNDP

about the particulars of the charges then known and shall continue to inform UNDP concerning all substantial developments regarding the disposition of such charges.

8.9 All operations of the Contractor, including without limitation, storage of equipment, materials, supplies and parts, within UNDP premises or on UNDP property shall be confined to areas authorized or approved by UNDP. The Contractor's personnel shall not enter or pass through and shall not store or dispose of any of its equipment or materials in any areas within UNDP premises or on UNDP property without appropriate authorization from UNDP.

8.10 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.

8.11 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 in paragraph 8.10 above.

9. ASSIGNMENT:

9.1 Except as provided in Article 9.2, below, the Contractor may not assign, transfer, pledge or make any other disposition of the Contract, of any part of the Contract, or of any of the rights, claims or obligations under the Contract except with the prior written authorization of UNDP. Any such unauthorized assignment, transfer, pledge or other disposition, or any attempt to do so, shall not be binding on UNDP. Except as permitted with respect to any approved subcontractors, the Contractor shall not delegate any of its obligations under this Contract, except with the prior written consent of UNDP. Any such unauthorized delegation, or attempt to do so, shall not be binding on UNDP.

9.2 The Contractor may assign or otherwise transfer the Contract to the surviving entity resulting from a reorganization of the Contractor's operations, *provided that:*

9.2.1 such reorganization is not the result of any bankruptcy, receivership or other similar proceedings; *and,*

9.2.2 such reorganization arises from a sale, merger, or acquisition of all or substantially all of the

Contractor's assets or ownership interests; *and,*

9.2.3 the Contractor promptly notifies UNDP about such assignment or transfer at the earliest opportunity; *and,*

9.2.4 the assignee or transferee agrees in writing to be bound by all of the terms and conditions of the Contract, and such writing is promptly provided to UNDP following the assignment or transfer.

10. SUBCONTRACTING: In the event that the Contractor requires the services of subcontractors to perform any obligations under the Contract, the Contractor shall obtain the prior written approval of UNDP. UNDP shall be entitled, in its sole discretion, to review the qualifications of any subcontractors and to reject any proposed subcontractor that UNDP reasonably considers is not qualified to perform obligations under the Contract. UNDP shall have the right to require any

subcontractor's removal from UNDP premises without having to give any justification therefor. Any such rejection or request for removal shall not, in and of itself, entitle the Contractor to claim any delays in the performance, or to assert any excuses for the non-performance, of any of its obligations under the Contract, and the Contractor shall be solely responsible for all services and obligations performed by its subcontractors. The terms of any subcontract shall be subject to, and shall be construed in a manner that is fully in accordance with, all of the terms and conditions of the Contract.

11. PURCHASE OF GOODS: To the extent that the Contract involves any purchase of the Goods, whether in whole or in part, and unless specifically stated otherwise in the Contract, the following conditions shall apply to such purchases under the Contract:

11.1 DELIVERY OF GOODS: The Contractor shall hand over or make available the Goods, and UNDP shall receive the Goods, at the place for the delivery of the Goods and within the time for delivery of the Goods specified in the Contract. The Contractor shall provide to UNDP such shipment documentation (including, without limitation, bills of lading, airway bills, and commercial invoices) as are specified in the Contract or, otherwise, as are customarily utilized in the trade. All manuals, instructions, displays and any other information relevant to the Goods shall be in the English language unless otherwise specified in the Contract. Unless otherwise stated in the Contract (including, but not limited to, in any "INCOTERM" or similar trade term), the entire risk of loss, damage to, or destruction of the Goods shall be borne exclusively by the Contractor until physical delivery of the Goods to UNDP in accordance with the terms of the Contract. Delivery of the Goods shall not be deemed in itself as constituting acceptance of the Goods by UNDP.

11.2 INSPECTION OF THE GOODS: If the Contract provides that the Goods may be inspected prior to delivery, the Contractor shall notify UNDP when the Goods are ready for pre-delivery inspection. Notwithstanding any pre-delivery inspection, UNDP or its designated inspection agents may also inspect the Goods upon delivery in order to confirm that the Goods conform to applicable specifications or other requirements of the Contract. All reasonable facilities and assistance, including, but not limited to, access to drawings and production data, shall be furnished to UNDP or its designated inspection agents at no charge therefor. Neither the carrying out of any inspections of the Goods nor any failure to undertake any such inspections shall relieve the Contractor of any of its warranties or the performance of any obligations under the Contract.

11.3 PACKAGING OF THE GOODS: The Contractor shall package the Goods for delivery in accordance with the highest standards of export packaging for the type and quantities and modes of transport of the Goods. The Goods shall be packed and marked in a proper manner in accordance with the instructions stipulated in the Contract or, otherwise, as customarily done in the trade, and in accordance with any requirements imposed by applicable law or by the transporters and manufacturers of the Goods. The packing, in particular, shall mark the Contract or Purchase Order number and any other identification information provided by UNDP as well as such other information as is necessary for the correct handling and safe delivery of the Goods. Unless otherwise specified in the Contract, the Contractor shall have no right to any return of the packing materials.

11.4 TRANSPORTATION & FREIGHT: Unless otherwise specified in the Contract (including, but not limited to, in any "INCOTERM" or similar trade term), the Contractor shall be solely liable for making all transport arrangements and for payment of freight and insurance costs for the shipment and delivery of the Goods in accordance with the requirements of the Contract. The Contractor shall ensure that UNDP receives all necessary transport documents in a timely manner so as to enable UNDP to take delivery of the Goods in accordance with the requirements of the Contract.

11.5 WARRANTIES: Unless otherwise specified in the Contract, in addition to and without limiting any other warranties, remedies or rights of UNDP stated in or arising under the Contract, the Contractor warrants and represents that:

11.5.1 The Goods, including all packaging and packing thereof, conform to the technical specifications, are fit for the purposes for which such Goods are ordinarily used and for any purposes expressly made known in writing in the Contract, and shall be of even quality, free from faults and defects in design, material, manufacturer and workmanship;

11.5.2 If the Contractor is not the original manufacturer of the Goods, the Contractor shall provide UNDP with the benefit of all manufacturers' warranties in addition to any other warranties required to be provided under the Contract;

11.5.3 The Goods are of the quality, quantity and description required by the Contract, including when subjected to conditions prevailing in the place of final destination;

11.5.4 The Goods are free from any right of claim by any third-party, including claims of infringement of any intellectual property rights, including, but not limited to, patents, copyright and trade secrets;

11.5.5 The Goods are new and unused;

11.5.6 All warranties will remain fully valid following any delivery of the Goods and for a period of not less than one (1) year following acceptance of the Goods by UNDP in accordance with the Contract;

11.5.7 During any period in which the Contractor's warranties are effective, upon notice by UNDP that the Goods do not conform to the requirements of the Contract, the Contractor shall promptly and at its own expense correct such non-conformities or, in case of its inability to do so, replace the defective Goods with Goods of the same or better quality or, at its own cost, remove the defective Goods and fully reimburse UNDP for the purchase price paid for the defective Goods; and,

11.5.8 The Contractor shall remain responsive to the needs of UNDP for any services that may be required in connection with any of the Contractor's warranties under the Contract.

11.6 ACCEPTANCE OF GOODS: Under no circumstances shall UNDP be required to accept any Goods that do not conform to the specifications or requirements of the Contract. UNDP may condition its acceptance of the Goods upon the successful completion of acceptance tests as may be specified in the Contract or otherwise agreed in writing by the Parties. In no case shall UNDP be obligated to accept any Goods unless and until UNDP has had a reasonable opportunity to inspect the Goods following delivery. If the Contract specifies that UNDP shall provide a written acceptance of the Goods, the Goods shall not be deemed accepted unless and until UNDP in fact provides such written acceptance. In no case shall payment by UNDP in and of itself constitute acceptance of the Goods.

11.7 REJECTION OF GOODS: Notwithstanding any other rights of, or remedies available to UNDP under the Contract, in case any of the Goods are defective or otherwise do not conform to the specifications or other requirements of the Contract, UNDP, at its sole option, may reject or refuse to accept the Goods, and within thirty (30) days following receipt of notice from UNDP of such rejection or refusal to accept the Goods, the Contractor shall, in sole option of UNDP:

11.7.1 provide a full refund upon return of the Goods, or a partial refund upon a return of a portion of the Goods, by UNDP; *or*,

11.7.2 repair the Goods in a manner that would enable the Goods to conform to the specifications or other requirements of the Contract; *or*,

11.7.3 replace the Goods with Goods of equal or better quality; *and*,

11.7.4 pay all costs relating to the repair or return of the defective Goods as well as the costs relating to the storage of any such defective Goods and for the delivery of any replacement Goods to UNDP.

11.8 In the event that UNDP elects to return any of the Goods for the reasons specified in Article 11.7, above, UNDP may procure the Goods from another source. In addition to any other rights or remedies available to UNDP under the Contract, including, but not limited to, the right to terminate the Contract, the Contractor shall be liable for any additional cost beyond the balance of the Contract price resulting from any such procurement, including, *inter alia*, the costs of engaging in such procurement, and UNDP shall be entitled to compensation from the Contractor for any reasonable expenses incurred for preserving and storing the Goods for the Contractor's account.

11.9 TITLE: The Contractor warrants and represents that the Goods delivered under the Contract are unencumbered by any third party's title or other property rights, including, but not limited to, any liens or security interests. Unless otherwise expressly provided in the Contract, title in and to the Goods shall pass from the Contractor to UNDP upon delivery of the Goods and their acceptance by UNDP in accordance with the requirements of the Contract.

11.10 EXPORT LICENSING: The Contractor shall be responsible for obtaining any export license required with respect to the Goods, products, or technologies, including software, sold, delivered, licensed or otherwise provided to UNDP under the Contract. The Contractor shall procure any such export license in an expeditious manner. Subject to and without any waiver of the privileges and immunities of UNDP, UNDP shall lend the Contractor all reasonable assistance required for obtaining any such export license. Should any Governmental entity refuse, delay or hinder the Contractor's ability to obtain any such export license, the Contractor shall promptly consult with UNDP to enable UNDP to take appropriate measures to resolve the matter.

12. INDEMNIFICATION:

12.1 The Contractor shall indemnify, defend, and hold and save harmless, UNDP, and its officials, agents and employees, from and against all suits, proceedings, claims, demands, losses and liability of any kind or nature brought by any third party against UNDP, including, but not limited to, all litigation costs and expenses, attorney's fees, settlement payments and damages, based on, arising from, or relating to:

12.1.1 allegations or claims that the possession of or use by UNDP of any patented device, any copyrighted material, or any other goods, property or services provided or licensed to UNDP under the terms of the Contract, in whole or in part, separately or in a combination contemplated by the Contractor's published specifications therefor, or otherwise specifically approved by the Contractor, constitutes an infringement of any patent, copyright, trademark, or other intellectual property right of any third party; *or*,

12.1.2 any acts or omissions of the Contractor, or of any subcontractor or anyone directly or indirectly employed by them in the performance of the Contract, which give rise to

legal liability to anyone not a party to the Contract, including, without limitation, claims and liability in the nature of a claim for workers' compensation.

12.2 The indemnity set forth in Article 12.1.1, above, shall not apply to:

12.2.1 A claim of infringement resulting from the Contractor's compliance with specific written instructions by UNDP directing a change in the specifications for the goods, property, materials, equipment or supplies to be or used, or directing a manner of performance of the Contract or requiring the use of specifications not normally used by the Contractor; *or*

12.2.2 A claim of infringement resulting from additions to or changes in any goods, property, materials equipment, supplies or any components thereof furnished under the Contract if UNDP or another party acting under the direction of UNDP made such changes.

12.3 In addition to the indemnity obligations set forth in this Article 12, the Contractor shall be obligated, at its sole expense, to defend UNDP and its officials, agents and employees, pursuant to this Article 12, regardless of whether the suits, proceedings, claims and demands in question actually give rise to or otherwise result in any loss or liability.

12.4 UNDP shall advise the Contractor about any such suits, proceedings, claims, demands, losses or liability within a reasonable period of time after having received actual notice thereof. The Contractor shall have sole control of the defense of any such suit, proceeding, claim or demand and of all negotiations in connection with the settlement or compromise thereof, except with respect to the assertion or defense of the privileges and immunities of UNDP or any matter relating thereto, for which only UNDP itself is authorized to assert and maintain. UNDP shall have the right, at its own expense, to be represented in any such suit, proceeding, claim or demand by independent counsel of its own choosing.

12.5 In the event the use by UNDP of any Goods, property or Services provided or licensed to UNDP by the Contractor, in whole or in part, in any suit or proceeding, is for any reason enjoined, temporarily or permanently, or is found to infringe any patent, copyright, trademark or other intellectual property right, or in the event of a settlement, is enjoined, limited or otherwise interfered with, then the Contractor, at its sole cost and expense, shall, promptly, either:

12.5.1 procure for UNDP the unrestricted right to continue using such Goods or Services provided to

UNDP;

12.5.2 replace or modify the Goods and/or or Services provided to UNDP, or part thereof, with the equivalent or better Goods and/or Services, or part thereof, that is non-infringing; *or*,

12.5.3 refund to UNDP the full price paid by UNDP for the right to have or use such Goods, property or Services, or part thereof.

13. INSURANCE AND LIABILITY:

13.1 The Contractor shall pay UNDP promptly for all loss, destruction, or damage to the property of UNDP caused by the Contractor's personnel or by any of its subcontractors or anyone else directly or indirectly employed by the Contractor or any of its subcontractors in the performance of the Contract.

13.2 Unless otherwise provided in the Contract, prior to commencement of performance of any other obligations under the Contract, and subject to any limits set forth in the Contract, the Contractor

shall take out and shall maintain for the entire term of the Contract, for any extension thereof, and for a period following any termination of the Contract reasonably adequate to deal with losses:

13.2.1 insurance against all risks in respect of its property and any equipment used for the performance of the Contract;

13.2.2 workers' compensation insurance, or its equivalent, or employer's liability insurance, or its equivalent, with respect to the Contractor's personnel sufficient to cover all claims for injury, death and disability, or any other benefits required to be paid by law, in connection with the performance of the Contract;

13.2.3 liability insurance in an adequate amount to cover all claims, including, but not limited to, claims for death and bodily injury, products and completed operations liability, loss of or damage to property, and personal and advertising injury, arising from or in connection with the Contractor's performance under the Contract, including, but not limited to, liability arising out of or in connection with the acts or omissions of the Contractor, its personnel, agents, or invitees, or the use, during the performance of the Contract, of any vehicles, boats, airplanes or other transportation vehicles and equipment, whether or not owned by the Contractor; *and*,

13.2.4 such other insurance as may be agreed upon in writing between UNDP and the Contractor.

13.3 The Contractor's liability policies shall also cover subcontractors and all defense costs and shall contain a standard "cross liability" clause.

13.4 The Contractor acknowledges and agrees that UNDP accepts no responsibility for providing life, health, accident, travel or any other insurance coverage which may be necessary or desirable in respect of any personnel performing services for the Contractor in connection with the Contract.

13.5 Except for the workers' compensation insurance or any self-insurance program maintained by the Contractor and approved by UNDP, in its sole discretion, for purposes of fulfilling the Contractor's requirements for providing insurance under the Contract, the insurance policies required under the Contract shall:

13.5.1 name UNDP as an additional insured under the liability policies, including, if required, as a separate endorsement under the policy;

13.5.2 include a waiver of subrogation of the Contractor's insurance carrier's rights against UNDP;

13.5.3 provide that UNDP shall receive written notice from the Contractor's insurance carrier not less than thirty (30) days prior to any cancellation or material change of coverage; *and*,

13.5.4 include a provision for response on a primary and non-contributing basis with respect to any other insurance that may be available to UNDP.

13.6 The Contractor shall be responsible to fund all amounts within any policy deductible or retention.

13.7 Except for any self-insurance program maintained by the Contractor and approved by UNDP for purposes of fulfilling the Contractor's requirements for maintaining insurance under the Contract, the

Contractor shall maintain the insurance taken out under the Contract with reputable insurers that are in good financial standing and that are acceptable to UNDP. Prior to the commencement of any obligations under the Contract, the Contractor shall provide UNDP with evidence, in the form of certificate of insurance or such other form as UNDP may reasonably require, that demonstrates that the Contractor has taken out insurance in accordance with the requirements of the Contract. UNDP reserves the right, upon written notice to the Contractor, to obtain copies of any insurance policies or insurance program descriptions required to be maintained by the Contractor under the Contract. Notwithstanding the provisions of Article 13.5.3, above, the Contractor shall promptly notify UNDP concerning any cancellation or material change of insurance coverage required under the Contract.

13.8 The Contractor acknowledges and agrees that neither the requirement for taking out and maintaining insurance as set forth in the Contract nor the amount of any such insurance, including, but not limited to, any deductible or retention relating thereto, shall in any way be construed as limiting the Contractor's liability arising under or relating to the Contract.

14. 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.

15. 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.

16. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

16.1 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.

16.2 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.

16.3 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.

16.4 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.

17. 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.

18. 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:

18.1 The Recipient shall:

18.1.1 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*,

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

18.2 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 18, the Recipient may disclose Information to:

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

18.2.2 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:

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

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

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

18.3 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.

18.4 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.

18.5 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.

18.6 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.

19. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS:

19.1 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.

19.2 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 20, "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.

19.3 *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.

20. TERMINATION:

20.1 Either Party may terminate the Contract for cause, in whole or in part, upon thirty (30) day's notice, in writing, to the other Party. The initiation of conciliation or arbitral proceedings in accordance with Article 23 "Settlement of Disputes," below, shall not be deemed to be a "cause" for or otherwise to be in itself a termination of the Contract.

20.2 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.

20.3 In the event of any termination of the Contract, upon receipt of notice of termination that has been issued by UNDP, the Contractor shall, except as may be directed by UNDP in the notice of termination or otherwise in writing:

20.3.1 take immediate steps to bring the performance of any obligations under the Contract to a close in a prompt and orderly manner, and in doing so, reduce expenses to a minimum;

20.3.2 refrain from undertaking any further or additional commitments under the Contract as of and following the date of receipt of such notice;

20.3.3 place no further subcontracts or orders for materials, services, or facilities, except as UNDP and the Contractor agree in writing are necessary to complete any portion of the Contract that is not terminated;

20.3.4 terminate all subcontracts or orders to the extent they relate to the portion of the Contract terminated;

20.3.5 transfer title and deliver to UNDP the fabricated or unfabricated parts, work in process, completed work, supplies, and other material produced or acquired for the portion of the Contract terminated;

20.3.6 deliver all completed or partially completed plans, drawings, information, and other property that, if the Contract had been completed, would be required to be furnished to UNDP thereunder;

20.3.7 complete performance of the work not terminated; *and*,

20.3.8 take any other action that may be necessary, or that UNDP may direct in writing, for the minimization of losses and for the protection and preservation of any property, whether tangible or intangible, related to the Contract that is in the possession of the Contractor and in which UNDP has or may be reasonably expected to acquire an interest.

20.4 In the event of any termination of the Contract, UNDP shall be entitled to obtain reasonable written accountings from the Contractor concerning all obligations performed or pending in accordance with the Contract. In addition, UNDP shall not be liable to pay the Contractor except for those Goods satisfactorily delivered and/or Services satisfactorily provided to UNDP in accordance with the requirements of the Contract, but only if such Goods or Services were ordered, requested or otherwise provided prior to the Contractor's receipt of notice of termination from UNDP or prior to the Contractor's tendering of notice of termination to UNDP.

20.5 UNDP may, without prejudice to any other right or remedy available to it, terminate the Contract forthwith in the event that:

20.5.1 the Contractor is adjudged bankrupt, or is liquidated, or becomes insolvent, or applies for a moratorium or stay on any payment or repayment obligations, or applies to be declared insolvent;

20.5.2 the Contractor is granted a moratorium or a stay, or is declared insolvent;

20.5.3 the Contractor makes an assignment for the benefit of one or more of its creditors;

20.5.4 a Receiver is appointed on account of the insolvency of the Contractor;

20.5.5 the Contractor offers a settlement in lieu of bankruptcy or receivership; *or*,

20.5.6 UNDP reasonably determines that the Contractor has become subject to a materially adverse change in its financial condition that threatens to substantially affect the ability of the Contractor to perform any of its obligations under the Contract.

20.6 Except as prohibited by law, the Contractor shall be bound to compensate UNDP for all damages and costs, including, but not limited to, all costs incurred by UNDP in any legal or nonlegal proceedings, as a result of any of the events specified in Article 20.5, above, and resulting from or relating to a termination of the Contract, even if the Contractor is adjudged bankrupt, or is granted a moratorium or stay or is declared insolvent. The Contractor shall immediately inform UNDP of the occurrence of any of the events specified in Article 20.5, above, and shall provide UNDP with any information pertinent thereto.

20.7 The provisions of this Article 20 are without prejudice to any other rights or remedies of UNDP under the Contract or otherwise.

21. 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.

22. 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.

23. SETTLEMENT OF DISPUTES:

23.1 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.

23.2 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 23.1, 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.

24. 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.

25. TAX EXEMPTION:

25.1 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.

25.2 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.

26. MODIFICATIONS:

26.1 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.

26.2 If the Contract shall be extended for additional periods in accordance with the terms and conditions of the Contract, the terms and conditions applicable to any such extended term of the Contract shall be the same terms and conditions as set forth in the Contract, unless the Parties shall have agreed otherwise pursuant to a valid amendment concluded in accordance with Article 26.1, above.

26.3 The terms or conditions of any supplemental undertakings, licenses, or other forms of agreement concerning any Goods or Services provided under the Contract shall not be valid and enforceable against UNDP nor in any way shall constitute an agreement by UNDP thereto unless any such undertakings, licenses or other forms are the subject of a valid amendment concluded in accordance with Article 26.1, above.

27. AUDITS AND INVESTIGATIONS:

27.1 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.

27.2 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.

27.3 The Contractor shall provide its full and timely cooperation with any such inspections, postpayment 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.

27.4 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 or inconsistent with this Contract.

28. LIMITATION ON ACTIONS:

28.1 Except with respect to any indemnification obligations in Article 12, above, or as are otherwise set forth in the Contract, any arbitral proceedings in accordance with Article 23.2, above, arising out of the Contract must be commenced within three years after the cause of action has accrued.

28.2 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.

29. ESSENTIAL TERMS: The Contractor acknowledges and agrees that each of the provisions in Articles 30 to 36 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.

30. 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.

31. 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 documents then in force at the time of signature of the Contract:

- 31.1** The UN Supplier Code of Conduct;
- 31.2** UNDP Policy on Fraud and other Corrupt Practices (“UNDP Anti-fraud Policy”);
- 31.3** UNDP Office of Audit and Investigations (OAI) Investigation Guidelines;
- 31.4** UNDP Social and Environmental Standards (SES), including the related Accountability Mechanism;
- 31.5** UNDP Vendor Sanctions Policy; and
- 31.6** 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 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.

32. 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.

33. 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.

34. 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.

35. SEXUAL EXPLOITATION:

35.1 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.

35.2 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.

35.3 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.

36. 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. This provision must be included in all sub-contracts or sub-agreements entered into under the Contract.

Terms of Reference

Title: Development of the Laboratory Information Management System (LIMS) and Open Case File (OCF) Database for Ballistic examinations for the Albanian Institute of Scientific Police

Project: Support Albania's Law Enforcement Authorities to Strengthen Firearms Criminality Evidence Management and Investigation Capacities

Reporting to: UNDP Project Technical Advisor

Duration: April 2021 –July 2021

a. Purpose

To develop Laboratory Information Management System (LIMS) and Open Case File (OCF) Database for Ballistic examination for the Albanian Institute of Scientific Police

b. Objective

To increase the capacities of the Albanian State Police for providing forensic evidence, and in particular support the forensic evidence chain of custody, and improve investigations of firearm criminality, all in order to support fair trials.

c. Background Information

The United Nations Development Programme (UNDP) is supporting the activities in the framework of the Roadmap for a sustainable solution to arms control to the illegal possession, misuse and trafficking of Small Arms and Light Weapons (SALW) and their ammunition in the Western Balkans. The Roadmap was developed by the Western Balkans authorities with SEESAC's technical support under the auspices of France and Germany and in consultation with the EU and all other relevant actors and adopted in July 2018 at the London Summit. The Roadmap is complemented by individual Action Plans that are developed by the WB jurisdictions with the support of UNDP SEESAC.

The project Support Albania's Law Enforcement Authorities to Strengthen Firearms Criminality Evidence Management and Investigation Capacities in the field of custody chain, crime scene investigations and the ballistic laboratory in the field of operations and investigations in trafficking of firearms and firearms criminality is supporting the implementation of the specific goals of the Roadmap.

The aim of the project is to increase the investigative capacities of the Albanian State Police and in particular improve and standardize the methods of crime scene investigations and custody chain in order to improve investigations in order to achieve regular convictions. The project is envisaged to provide recommendations and purchase a Laboratory Information Management System (LIMS) and an Open Case File (OCF) database for Ballistic examinations.

Chain of custody is a concept referring to the ability to positively guarantee the identity, integrity and chronological history of evidence from the point of acquisition through to forensic examination and issuance of a written expertize. The sensitive nature of evidence, as used in a court of law to convict a person as perpetrator of a crime, requires strict custodial procedures to be followed in a precise and careful manner to avoid later allegations of tampering or misconduct. These custodial procedures shall be carefully logged, documented, and attested via signature by every identifiable person at every stage of custody, thus creating a probable chain of custody that can be traced back to the point of acquisition.

It has been identified during two scoping missions that the chain of custody can be improved by implementation of an integral case management IT system, which will be able to track the forensic evidence from the moment it is recovered and secured during the crime scene investigation. All further manipulation with the evidence shall be registered by this system, including its reception and forensic investigation in AISP laboratories.

During ballistic examinations, bullets and cartridge cases are often compared with their counterparts from the open case file (OCF), which is a collection of bullets and cartridge cases originating from (not necessarily) unsolved criminal cases. It is absolutely important that the open case file is accompanied by an IT application for registering of these items, and all activities applicable to them, the OCF database.

LIMS shall be established for the entire forensic infrastructure of the Albanian State Police (CSI units of all police stations in Albania and AISP), while the OCF database will be used by the AISP Ballistic Sector. Both IT systems shall be designed according to technological and functional requests given below.

d. Technical specifications

| 1. Scope of work | |
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| <p>Due to the complexity of customization, the LIMS development and implementation process shall be organized as a step-by-step process, i.e., in several phases:</p> <ul style="list-style-type: none"> - Preparation - Analysis - Development of application - Testing - Training of users - Launching - Technical documentation development | |
| Phase | Explanation |
| <p><u>Preparatory phase:</u></p> <ul style="list-style-type: none"> - Establishment of implementation team | <p>The team shall be composed of FPI and selected bidder's representatives, under supervision of the UNDP Project Technical Advisor, with clearly defined roles, communication plans, and techniques for tracking the implementation. The team shall ask advices from the IT Directorate of the Mol, if and when necessary.</p> |
| <p><u>Background analysis:</u></p> <ul style="list-style-type: none"> - Analysis of IT regulations, particularly internal rules and regulations of the State Police; - Analysis of all applicable Standard Operating Procedures (SOPs) | <p>The selected bidder shall be informed about all relevant regulatory and procedural details.</p> |

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| regulating the CSI, and the internal AISP laboratory and administrative workflow, including OCF. | |
| <p><u>Analysis of business processes, technical requirements, and beneficiary's request:</u></p> <ul style="list-style-type: none"> - Analysis of the organization and work methodology within the CSI infrastructure of the State Police and AISP (including the plans for the Ballistic Sector OCF), related business processes, and relevant applications (PAPILON database); - Clarification of business processes and confirmation by the Project Technical Advisor and AISP; - Further development of technological and functional requests; - Defining of metadata which shall be used as key process attributes; - Designing of user interfaces. | <p>Harmonization between LIMS and OCF Database shall be provided. All technological and functional requests given by this RFP shall be confirmed and developed in detail. The specification of hardware and 3rd party software, which are necessary for installation and proper functioning of LIMS and OCF Database, shall be specified in detail by the Selected Bidder, and approved by the Project Technical Advisor and AISP in this phase.</p> <p>These two analysis shall be carried out in order to design the work plan.</p> |
| <p><u>Development:</u></p> <ul style="list-style-type: none"> - Establishing of LIMS and OCF Database system architecture; - Development of LIMS and OCF Database applications using waterfall development approach. | <p>The waterfall development approach will enable better preparation and understanding of the requirements in order to maximize software solution effectiveness.</p> |
| <u>Testing of application:</u> | <p>The testing shall be organized and performed in order to check multiple characteristics of the application.</p> |
| <p><u>Training:</u></p> <ul style="list-style-type: none"> - Development of training curricula; - Implementation of 2 practical trainings, for LIMS and for OCF Database users; | <p>All staff members or representatives – users of LIMS and the OCF Database shall be trained.</p> |

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| <u>Launching of LIMS and OCF Database:</u> - Official launching of the application; - Acceptance by the beneficiary and UNDP. | The application shall be launched and officially handed over to the beneficiary under the AISP's and UNDP's supervision. |
| <u>Development of documentation</u> | The documentation shall include installing instructions and user manuals for both applications |
| <u>Warranty:</u> A warranty period of 1 year shall be included in the contract. | Warranty shall include correction of technical software irregularities (bugs) and initial user support. |

2. Deliverables and deadlines

The processes of development and implementation of LIMS and OCF Database shall be done simultaneously by the same vendor (selected bidder), with timelines harmonized between each other. It is marked by seven milestones when the provider shall produce and present the following deliverables. This complex iterative process will be much easier surveyed and assessed by using such an approach.

| Deliverable | Deadline |
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| <u>1. Inception report</u> including a detailed Work Plan based on the proposed software development methodology. | 15 days after the contract start date |
| <u>2. Software requirements document</u> containing the final technological and functional requests for both, LIMS and OCF Database. | 30 days after the contract start date |
| <u>3. The initial (Beta) version of LIMS</u> completed in accordance with the technological and functional requests for LIMS. Beta version test plan, test scenarios, and test report completed. | 2.5 months after the contract start date |
| <u>4. The final LIMS and OCF Database</u> applications completed and installed in compliance with the technological and functional requests. Test plan and test scenario, and technical documentation (installing instructions and user manuals) completed and accepted. | 3.5 months after the contract start date |

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| 5. <u>Report of joint testing of LIMS and OCF Database</u> Testing report approved. | 3 months and 3 weeks after contract start date |
| 6. <u>Training materials prepared and trainings delivered</u> Plan of training sessions prepared. Trainings delivered according to the adopted plan. | 3 months and 3 weeks after contract start date |
| 7. <u>Launching of the system of two applications (LIMS and OCF Database)</u> Report on hand-over of the system source code, system documentation, plan for support during the warranty period prepared and approved. | 4 months after contract start date |

| 3. Technological requests | |
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| Since LIMS the OCF database will be implemented simultaneously, and integrated, the compatibility between applicable technological requests for these two systems has to be observed. | |
| Technical requirements | Explanation |
| Database | <ul style="list-style-type: none"> • LIMS and OCF Database applications have to be founded on a relational database, preferably MS SQL or My SQL. • The key elements of both databases are exhibits (evidence) with associated attributes. • Database hosting shall be organized in a secure environment, i.e., on servers/storage systems of the Mol. Hardware redundancy would be an advantage. • Database search according to several criteria (exhibit securing and/or receipt date, barcode, responsible CSI Unit and/or Sector, line of work, Decision issuing authority, Acting Expert, attributes of exhibits, active/passive OCF, type (projectile, cartridge case), caliber, etc.) |
| Architecture | <ul style="list-style-type: none"> • LIMS and OCF applications have to be designed as web-application, accessible by an internet browser. Support for Chrome and Mozilla is mandatory. Application has to be user-friendly, with an intuitive desktop user interface. |

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| | <ul style="list-style-type: none"> • The applications have to be based on service multi-layer architecture because of: <ul style="list-style-type: none"> - Scalability (application ability for more simple adaptation to the increased number of users) - Flexibility (capacity for the introduction of new functionalities, based on user requests) - Availability (increasing the probability for the proper functioning of the system, i.e., decreasing the application down-time) - Maintenance (it becomes more comfortable with multi-layer architecture since system modularity is implemented). • For LIMS: Storing and retrieving (according to roles) of electronic documents (text files, photos, video files, etc.) has to be supported. • The applications have to support integration via web or Windows services. • The applications have to enable the use of e-certificates for logging and user identification and the signing of e-documents (LIMS). |
| <p style="text-align: center;">Security</p> | <ul style="list-style-type: none"> • Both applications have to assure basic security level: <ul style="list-style-type: none"> - signing in by username/password authentication; - event logging, related to user activities; - access rights assignment on the user and/or user group (organizational unit) level; - implemented use of https protocols (embedded https server); - implemented encryption of priority sensitive data (user's passwords, log files). • Both applications have to assure advanced security level: <ul style="list-style-type: none"> - signing in by complex password and mandatory periodical change of password; - implementation of a system for protection from multiple attempts for logging with the wrong password; - implemented „forgotten password“ functionality with reset option; - logging by e-certificate (electronic ID). |

4. Functional requests

A. LIMS

All functional requests for the desktop and the mobile application, which are relevant to the applicable business processes, are given below:

| Name/Feature | Explanation |
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| Concept | Concept of LIMS is Case Management System . Due to the general character of work processes which have to be registered and managed |
| Administrative Office | <ul style="list-style-type: none"> The application has to contain a module for administrative office support, i.e., setting up a CSI case (together with associated CSI documentation), handing over of exhibits, decisions and acts of expertise, classification of decisions/exhibits in AISP, date and time, sender, decision ID number, short description, allotment (DNA, ballistic, fingerprints, etc.). An option of allotment and classification update has to be included. Application has to contain a module for generating barcodes which shall be unique for every single exhibit (evidence) generated on the whole territory of Albania, for printing, and allotting of barcode sticker sheets, as well as for reading and matching of barcodes. Application has to contain automatic laboratory case number allotment, based on the rule applicable to the particular year, according to several criteria (only classification, classification and laboratory (Sector), only Sector, etc.) The allotment hierarchy (Head of AISP, Chief of Sector, and Acting Expert) has to be included. Deadline allotment and deadline alarm have to be included. |
| Execution of Processes | The application has to contain a module for performing and tracking of particular processes – cases. There shall be no possibility of manual modification of logs. LIMS users shall |

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| | <p>be able to follow and receive tasks related to the case through a unique home dashboard. A particular dashboard shall be formed for each user in a way to present only tasks/cases allotted to him/her.</p> <p>Within the module, the following functionalities have to be enabled:</p> <ul style="list-style-type: none"> - Setting up of a CSI case (together with associated CSI documentation); - Registering of exhibits by their barcode and applicable attributes; - Case reception (with a barcode reader, and rejection option in case of non-valid code, together with generating of appropriate log file); - Case allotment; - Case forwarding; - Case processing/supplement by adding attachments to the case (document/file, official note, comment, etc.); - Change of the status of allotted task/case; - System of approval/signing; - Cancellation option (interrupting the process); - Case archiving. <p>The module has to enable: automatic tracking of processing time for every task within the AISP, of response time, and a system for sending and managing of messages (emails) about the status of the case to the involved stakeholders and/or to process participants.</p> |
| Reports | <p>The application has to enable a system for reporting related to the case processing according to different criteria (status, organizational unit, etc.). Reports have to enable improvements of processes (elimination of bottlenecks, minimizing response time, etc.).</p> |
| Mobile application | <ul style="list-style-type: none"> • The application has to be developed for mobile devices (smartphones, tablets) using the Android operating system. • Application has to be user-friendly, with an intuitive user interface. |

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| | <ul style="list-style-type: none"> • Log-in process shall be integrated with LIMS identity system. For authentication, in the testing phase, both API key and basic authentication should be used. For the final product, OAuth2, two-factor authentication should be used. • Application has to contain a module for registering of exhibits (evidence) within LIMS: <ul style="list-style-type: none"> - Photographing of packed and tagged exhibit; - Scanning and uploading of barcode. • The application has to contain a module for photographing and uploading photos of evidence of immediate interest, such as ones containing visible identification characteristics (e.g., fingerprints), firearms, cartridge cases, etc. • The application shall provide a mechanism for both immediate upload and delayed upload of evidence collected data, depending on the availability of the internet. • The application has to contain a module for audio recording (similar to Dictaphone app) for documenting of the crime scene by voice recording. |
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| B. OCF Database | |
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| The following types of documents relevant to the processes have to be produced/included within the OCF database system: | |
| Document | Explanation |
| Decision for Forensic Expertise | Official request document created by the Client (Proceeding Authority – judicial police, prosecutor offices) to perform forensic analysis on exhibit. This document is created outside of OCF or LIMS. |
| Handover Form | Document that contains all the items received by the AISP related to the specific Decision for Forensic Expertise. This document is created within OCF. |

| Dispatch Form | Document that contains all the items to be returned to the appropriate stakeholder in criminal processing of the case, after the Case File is closed. |
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| Takeover Form - internal | Document that contains all the items taken over from the Evidence and Documentation Administration Sector. |
| Return Form - internal | Document that contains all the items returned to the Evidence and Documentation Administration Sector. |
| Statement of damages made on the exhibits during the laboratory examination | Document that contains the list of the exhibits damaged during the laboratory analysis. This document justifies the damaged exhibits returned to the Evidence and Documentation Administration Sector. |
| Registration Decision Form | Document that contains the list of exhibits decided to be registered into OCF. |
| The OCF database has to enable and include the following processes and events: | |
| Process / Event | Explanation |
| Reception of exhibits | This is the process where AISP receives the Decision for Forensic Expertize (along with exhibits) from the Client (Proceeding Authority – judicial police, prosecutor offices). <u>Documents related to the process:</u> - Decision for Forensic Expertize - Handover Form |
| Takeover of exhibits (internal) | This is the process of taking over the exhibits from the Evidence and Documentation Administration Sector. <u>Document related to the process:</u> - Takeover Form – internal |
| Return of exhibits (internal) | This is the process of returning the exhibits to the Evidence and Documentation Administration Sector. <u>Document related to the process:</u> - Return Form – internal |
| Evidence items damaged (internal) | This is the event where the evidence items are damaged during the lab examination. <u>Document related to the process:</u> - Statement of damages made on the exhibits during the laboratory examination |
| Dispatch of exhibits | This is the process where the Documentation Administration Sector dispatches the exhibits from the |

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| | <p>AISP to the appropriate stakeholder in criminal processing of the case, after the Case File is closed.</p> <p><u>Document related to the process:</u></p> <p>- Dispatch Form</p> |
| Registering of an item in OCF | <p>Each item decided to be registered into OCF (including control samples) shall be registered in the OCF database</p> <p><u>Document related to the process:</u></p> <p>- Registration Decision Form</p> |
| Establishing a connection | <p>This is the event where an item (projectile, cartridge case) checked against the OCF, is found to have been fired by the same firearm as an item in OCF. At the moment of establishing the connection the firearm is typically not recovered, except in the case of control samples.</p> <p>OCF database is updated</p> |
| Deviation from the OCF Standard Operating Procedure (SOP) | <p>If a need should arise for deviation from the OCF SOP, it must be documented accordingly in the OCF Database.</p> |
| Active OCF period expiration | <p>Expiration of the two-year period for each item in active OCF has to be indicated by the OCF Database.</p> |
| Changing the status of an item | <p>All actions of changing the status of an item (active, passive) shall be registered in the OCF Database</p> |
| Unsuitability for OCF | <p>If it is not possible to carry out an OCF check, this should be recorded in the OCF Database, together with the reason(s).</p> |
| Estimated brand and model of the firearm | <p>For some exhibits (originating from unidentified firearms), bearing suitable identification marks, further assessment can be done in order to estimate the brand and model of the firearm. This information shall be noted in the OCF database.</p> |

Additional resources *

The Selected Bidder shall provide the following resources:

| Item | Technical specifications | Quantity | Comment |
|------------------------------|---|----------|--|
| MS SQL Server | Minimum 2016 edition | 1 | If needed , depending on the proposed methodology of the Selected Bidder |
| Server (physical machine) | <p>Chipset: Intel® C624 or equivalent</p> <p>Product Type: Dual socket rack server or tower server</p> <p>Processor: 2 x 4208 8C Intel® Xeon® Processor Scalable Family or equivalent</p> <p>Memory: 4 x 16 GB, DIMM (DDR4)</p> <p>Accessible drive bays: 1 x 5.25/0.4-inch for CD-RW/DVD</p> <p>Storage: - 2 x 1Tb HDD hot plug drives (SAS/SATA) - 2 x 240 GB SSD for OS</p> <p>I/O controller onboard: Intel® C624 or equivalent, 1 x SATA channel for ODD, 2 x 1 Gbit/s onboard</p> <p>Power supply configuration: 1 x hot-plug power supply</p> <p>Server Management: Server Management and Infrastructure Management software</p> <p>Warranty period: 1 year</p> <p>Warranty type: Onsite warranty</p> | 2 | <p>The Selected Bidder is responsible to provide servers with adequate configuration to enable proper installation and functioning of developed applications.</p> <p>The basic technical specifications with minimum requirements for the servers are listed here.</p> <p>Two servers are required, one as the database server, and the other as application server.</p> |

| | | | |
|---------------|--|----|--|
| | Service Lifecycle: 5 years after end of product life | | |
| Mobile device | OS: Android 10, or better Display: 6 inches, or more Connections: GSM, Wi-Fi, Bluetooth RAM: 3GB, or more | 60 | |

*** All licenses necessary for functioning of LIMS and OCF Database shall be provided by the Selected Bidder.**

e. Requirements

Immediately upon the LIMS and OCF Database completion and testing and before UNDP's issuance of the letter of approval and acceptance, the Selected Bidder shall hand over all source code and project documentation including software user manual (including instructions for backup) to the UNDP. UNDP will transfer title of the source code to the Albanian State Police immediately after hand over from the Selected Bidder to UNDP is finalized.

After expiry of warranty period, in the case the end-user (Albanian State Police) doesn't conclude a maintenance contract after the expiry of the warranty period, the Selected Bidder shall be available to provide corrections of every potential hidden fault within the application, detected and reported by the end-user.

After expiry of warranty period the Selected Bidder should be available to provide support and maintenance to the MoI under mutually agreed terms and conditions. The maintenance contract should include (but not be limited to): defects correction support, periodical system performance measurements and optimization on application and database level, all necessary and/or requested software updates including applicable technical documentation and user manual, and training, if needed.

All deliverables shall be submitted in high-quality English and Albanian language in the electronic version. Deliverables must be precise, technically correct and free of grammatical and typing errors.

The Selected Bidder is required to provide the maximum uniformity of symbols (physical units, currencies, decimal and thousand delimiters, etc.), abbreviations, acronyms, etc.

Corporate requirements

The Selected Bidder shall be a legal entity (professional services company/ organization/ consortium) with the following minimum qualifications:

- a. A registered legal entity (with the competent authority of their Country of Origin), having minimum of 7 years of work experience in the profession of software development.
- b. Possess the required financial capacity, meaning that in the previous years (2019 and 2020) the Bidder must have annual turnover of at least USD 120,000 for each of the mentioned years.
- c. Proven experience in assignments of the similar value and complexity as for the task required in this TOR (provide list of at least 2 relevant references for the last 5 years in the below format)

| Client | Assignment description | Duration (Month/Year From-To) | Value in US\$ |
|--------|------------------------|----------------------------------|------------------|
| 1. | | | |
| 2. | | | |

Must include the following details: name of the client, contact person's name, e-mail address and phone number.

- d. Possess the capacity of a solutions developer,⁹ and a proved experience with developing similar solutions for either laboratories preparing for ISO/IEC 17025 accreditation, or already accredited according to the ISO/IEC 17025 standard.

Personnel:

The Selected bidder shall provide a team of **two key experts**. The expert who has a crucial role in implementing the contract is referred to as key expert.

Bidders are allowed to propose more experts (i.e. bigger team) who fulfill the below-listed requirements, but only the key experts mentioned above will be evaluated in the technical and financial parts. Bidders must provide a Team Structure Chart with the clear indication of each proposed team members' functions (e.g. Team Leader, etc.)

Bidders are obliged to provide a signed statement of availability and exclusivity in the contractual period for each of the proposed key experts.

All experts mobilized under this contract must demonstrate:

- Excellent analytical, organizational and inter-personal skills;
- Proficiency in report drafting;
- Excellent team-work abilities;
- Advanced computer literacy.

Qualification and Experience of Key Experts:

1. Senior Software Developer (1 person)

- University degree in ICT or related field. The degree may be waived against relevant experience;
- At least 5 years of experience in software design and development on projects of a similar scale; and
- Proved experience in project management on projects of a similar scale.

2. Software Developer (1 person)

- University degree in ICT or related field. The degree may be waived against relevant experience; and
- At least 3 years of experience in software design and development on projects of a similar scale.

⁹ Besides software engineering skills, a solutions developer has to understand the processes and retrieve relevant information from the customer, which is a business analyst role, so a Solutions Developer is a combination of Business Analyst and Software Developer.