

*United Nations Development Programme*



# **REQUEST FOR PROPOSAL**

**Hiring firm for Collecting and Analyzing Data on Violent  
Extremist Narratives on Social Media in the Bangla Language  
for Partnership for a Tolerant, Inclusive Bangladesh (PTIB)  
Project [RFP-BD-2021-012]**

RFP No.: RFP-BD-2021-012

Project: Partnership for a Tolerant, Inclusive Bangladesh (PTIB) Project

Country: Bangladesh

Issued on: 2 May 2021

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## SECTION 1. LETTER OF INVITATION

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - o Form A: Technical Proposal Submission Form
  - o Form B: Bidder Information Form
  - o Form C: Joint Venture/Consortium/Association Information Form
  - o Form D: Qualification Form
  - o Form E: Format of Technical Proposal
  - o Form F: Financial Proposal Submission Form
  - o Form G: Financial Proposal Form
  - o Form H: Self Declaration

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet. You may acknowledge receipt of this RFP by sending an email to [bd.procurement@undp.org](mailto:bd.procurement@undp.org), indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

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

**PLEASE DO NOT PUT THE PRICE OF YOUR PROPOSAL IN THE 'LINE ITEMS' IN THE SYSTEM. INSTEAD PUT 1 AND UPLOAD THE FINANCIAL PROPOSAL AS INSTRUCTED ABOVE.**

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Title: Procurement Associate

Approved by:



Title: Senior Operations Manager

## SECTION 2. INSTRUCTION TO BIDDERS

<b>A. GENERAL PROVISIONS</b>	
<i>1. Introduction</i>	<p><b>1.1</b> Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p><b>1.2</b> Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p><b>1.3</b> As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
<i>2. Fraud &amp; Corruption, Gifts and Hospitality</i>	<p><b>2.1</b> UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p><b>2.2</b> Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p><b>2.3</b> In pursuance of this policy, UNDP  (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;  (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p><b>2.4</b> All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p>
<i>3. Eligibility</i>	<p><b>3.1</b> A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p><b>3.2</b> It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>

4. <i>Conflict of Interests</i>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<b>B. PREPARATION OF PROPOSALS</b>	
5. <i>General Considerations</i>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
6. <i>Cost Preparation Proposal</i>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. <i>Language</i>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
8. <i>Documents</i>	<p>8.1 The Proposal shall comprise of the following documents:</p>

<i>Comprising the Proposal</i>	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
<i>9. Documents Establishing the Eligibility and Qualifications of the Bidder</i>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
<i>10. Technical Proposal Format and Content</i>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<i>11. Financial Proposals</i>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<i>12. Proposal Security</i>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails:</li> </ul>

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<p>13. <i>Currencies</i></p>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
<p>14. <i>Joint Venture, Consortium or Association</i></p>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>



<p><b>15. Only Proposal</b></p>	<p><b>15.1</b> The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p><b>15.2</b> Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>f) they have at least one controlling partner, director or shareholder in common; or</li> <li>g) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>h) they have the same legal representative for purposes of this RFP; or</li> <li>i) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>j) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>k) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<p><b>16. Proposal Validity Period</b></p>	<p><b>16.1</b> Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p><b>16.2</b> During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<p><b>17. Extension of Proposal Validity Period</b></p>	<p><b>17.1</b> In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p><b>17.2</b> If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p><b>17.3</b> The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<p><b>18. Clarification of Proposal</b></p>	<p><b>18.1</b> Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p><b>18.2</b> UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p><b>18.3</b> UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<p><b>19. Amendment of Proposals</b></p>	<p><b>19.1</b> At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p><b>19.2</b> If the amendment is substantial, UNDP may extend the Deadline for submission</p>

	of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
<b>20. Alternative Proposals</b>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<b>21. Pre-Bid Conference</b>	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
<b>C. SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> <li>i. Bear the name and address of the bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS</li> <li>iii. Bear a warning that states "Not to be opened before the time and date for proposal opening" as specified in the BDS.</li> </ul> </li> </ul>

<p><b>Email Submission</b></p> <p><b>eTendering submission</b></p>	<p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.</li> </ul> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</li> <li>d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></li> </ul>
<p>23. <i>Deadline for Submission of Proposals and Late Proposals</i></p>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p>24. <i>Withdrawal, Substitution, and Modification of Proposals</i></p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in</p>

	<p>the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
25. <i>Proposal Opening</i>	25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.
<b>D. EVALUATION OF PROPOSALS</b>	
26. <i>Confidentiality</i>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. <i>Evaluation of Proposals</i>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination</li> <li>Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>Evaluation of Technical Proposals</li> <li>Evaluation of Financial Proposals</li> </ol>
28. <i>Preliminary Examination</i>	28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.
29. <i>Evaluation of Eligibility and Qualification</i>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial</li> </ol>

	<p>commitments,</p> <p>g) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</p> <p>h) They are able to comply fully with UNDP General Terms and Conditions of Contract;</p> <p>i) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</p> <p>j) They have a record of timely and satisfactory performance with their clients.</p>
<p>30. <i>Evaluation of Technical and Financial Proposals</i></p>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<p>31. <i>Due Diligence</i></p>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the</p>

	<p>following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<p><b>32. Clarification of Proposals</b></p>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<p><b>33. Responsiveness of Proposal</b></p>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<p><b>34. Nonconformities, Reparable Errors and Omissions</b></p>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction</li> </ul>

	<p>of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
35. <i>Right to Accept, Reject, Any or All Proposals</i>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. <i>Award Criteria</i>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. <i>Debriefing</i>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. <i>Right to Vary Requirements at the Time of Award</i>	38.1 At the time of award of Contract, UNDP reserves the right to vary 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.
39. <i>Contract Signature</i>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. <i>Contract Type and General Terms and Conditions</i>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
41. <i>Performance Security</i>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42. <i>Bank Guarantee for</i>	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If



<i>Advanced Payment</i>	an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<i>43. Liquidated Damages</i>	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
<i>44. Payment Provisions</i>	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
<i>45. Vendor Protest</i>	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a>
<i>46. Other Provisions</i>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>



## SECTION 3. BID DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted</p> <p>Provide details below if ""Will be Conducted"" is selected, otherwise delete the below</p> <p>Time: <b>11.00 AM (Bangladesh Time, GMT+6)</b></p> <p>Date: <b>May 9, 2021 11:00 AM</b></p> <p>Venue: ZOOM Meeting ID</p> <p><a href="https://undp.zoom.us/j/5204133986">https://undp.zoom.us/j/5204133986</a>;</p> <p>RFP REF: RFP-BD-2021-003</p> <p>The UNDP focal point for the arrangement is:</p> <p><b>Ehsanul Karim Chowdhury</b></p> <p>E-mail: <a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a></p>
5	10	Proposal Validity Period	120 days
6	14	Bid Security <sup>1</sup>	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	<p>Will be imposed as follows:</p> <p>If the Contractor fails to deliver the specified services within the time period(s) stipulated in the Contract, the UNDP may without prejudice to its other remedies under the contract, deduct 0.5% of the complete deliverable for each day of delay until actual delivery. Once the maximum is reached, UNDP may consider termination of</p>

<sup>1</sup> Due to ongoing COVID-19 restrictions/lockdown Bid Security requirement has not been pursued

			the Contract.
9	40	Performance Security	Should be provided in 10% amount of the total contract amount by the awarded Proposer as per template provided in Section 7
10	18	Currency of Proposal	United States Dollar or Bangladeshi Taka
11	31	Deadline for submitting requests for clarifications/ questions	10 May 2021, 12.30 PM (Bangladesh Time) [GMT+6]
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Procurement Unit E-mail address: <a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a> Reference of Email: RFP-BD-2021-012
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering  <input checked="" type="checkbox"/> Uploaded in the system. Once uploaded, Prospective Proposers (i.e. Proposers that have accepted the bid invitation in the system) will be notified via email that changes have occurred. It is the responsibility of the Proposers to view the respective changes and clarifications in the system. Also will be posted on UNDP Bangladesh website: <a href="http://www.bd.undp.org/content/bangladesh/en/home/operations/procurement.html">http://www.bd.undp.org/content/bangladesh/en/home/operations/procurement.html</a>
14	23	Deadline for Submission	<b>16 May 2021, 4.30 PM (Bangladesh Time)</b> <b>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</b> <b>PLEASE NOTE:</b> 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. It is the responsibility of the Bidders to make sure proposals are submitted within this deadline. UNDP will not accept any proposal that is not submitted directly in the system. 2. Submit your proposal a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist
14	22	Allowable Manner of Submitting Proposals	<input type="checkbox"/> Courier/Hand Delivery <input type="checkbox"/> Submission by email <input checked="" type="checkbox"/> <b>e-Tendering</b>
15	22	Proposal Submission Address	<a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>  <b><u>Business Unit - BGD10, Event ID – RFP-21-012</u></b>
16	22	Electronic submission (email or eTendering)	▪ Format: PDF files only

		requirements	<ul style="list-style-type: none"> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Only ZIP format accepted. RAR is not acceptable. ZIP within ZIP Folder – not acceptable.</li> <li>▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP</li> <li>▪ Max. File Size per transmission: <b>35 MB</b></li> <li>▪ Mandatory subject of email: RFP-BD-2021-012</li> </ul> <p>1. The Bidders shall submit their proposals online in eTendering system. In this regard, the Proposer shall upload separate proposals for:</p> <p>1) Technical Proposal; and 2) Financial Proposal, as separate attachments/files clearly marked as “Technical Proposal” and “Financial Proposal”.</p> <p>2. To secure your financial offer, please SET-UP A PASSWORD for the Financial Proposal which will be requested as follows:</p> <p>a) The password for Financial Proposal will be requested from Bidders if they are successful in the Technical Proposal evaluation. Only those who achieved the minimum score on the technical evaluation will be requested to provide the password to the financial proposals.</p> <p>b) It is strongly suggested that Bidders make a note of the passwords and keep them in a safe place. If we are unable to open the file because of forgotten password (s), the proposal will be disqualified.</p> <p>c) Do not put amount of financial proposal in the e-tendering</p>
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70%.</p>
18		Expected date for commencement of Contract	<i>June 15, 2021</i>
19		Maximum expected duration of contract	520 Workings Days from June 2021 to July 2023 (Tentative)
20	35	UNDP will award the contract to:	One Proposer Only

21	39	Type of Contract	<p>Purchase Order and Contract for Goods and Services for UNDP</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Professional Services</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>
23		Other Information Related to the RFP	<p>The Financial Proposal and the Technical Proposal files MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. The file with the "FINANCIAL PROPOSAL" must be encrypted with a password.</p>

## SECTION 4. EVALUATION CRITERIA

### Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures of the Authorized Signatory of the Firm
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Assurance of Performance Security submitted as per RFP requirements with compliant validity period

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with RFP clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with RFP clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>Competencies</b>	<p><b>Corporate Competencies:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates integrity by modeling the UN's values and ethical standards (human rights, peace,</li> <li>• understanding between peoples and nations, tolerance, integrity, respect, and impartiality.</li> <li>• Promotes the vision, mission, and strategic goals of UNDP;</li> <li>• Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.</li> </ul> <p><b>Functional Competencies:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates openness to change, flexibility, and ability to manage complexities.</li> <li>• Proven strong written, analytical and communication skills.</li> </ul>	
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>2</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form

<sup>2</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor,

<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	<ul style="list-style-type: none"> <li>• At least 3 years of relevant working experience, with focus on online data collecting and analyzing from prominent social media networks (Facebook, Youtube, Instagram, Tiktok)</li> <li>• Two recent examples of similar assignment types with a highly sensitive political subject or environment</li> <li>• Experience working with and building capacity of national/local partners, UN agency / International NGO / bilateral donor / Government in South-Asia or South-East Asia</li> </ul>	Form D: Qualification Form
	<p>Minimum <b>2</b> contracts of value of <b>USD 100,000/ BDT 8,470,000.00 (Approx.)</b> and above, nature and complexity implemented over the last <b>3</b> years.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
<b>Financial Standing</b>	<ul style="list-style-type: none"> <li>• Minimum average annual turnover of <b>USD 150,000 / BDT 12,705,000.00 (Approx.)</b> for the last 3 years.</li> <li>• Last 03 years audited Financial Report</li> </ul> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
	<b>•Team composition must be provided in full as per the Terms of Reference</b>	

including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

## Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Expertise of contractor and partner	30
2.	Expertise of the Key personnel	20
3.	Methodology	20
	<b>Total</b>	<b>70</b>

Section 1. Expertise of contractor and partner		Points obtainable
1.1	<b>Expertise of the Contractor</b>	
1.1.1	Working experience in online data collecting and analyzing from prominent social media networks. Preferably related to violent extremism	10
1.1.2	Experience with producing briefs and reports that inform a community of practioners, including Government, UN and Development partners. Preferably related to violent extremism.	10
1.1.3	Experience of working in Bangladesh	5
1.2	<b>Expertise of the Partner/ Contractor</b>	
1.2.1	Experience in social media engagement, in social media monitoring	5
<b>Total Section 1</b>		<b>30</b>

Section 2. Expertise of the Key personnel		Points obtainable
2.1	<b>Expertise of Team Leader/Lead Researcher</b>	
2.1.1	Experience in undertaking quantitative/qualitative research through social media monitoring and analysis. Preferably related to violent extremism	4
2.2	<b>Expertise of PVE senior advisor (contractor can opt to combine with team leader)</b>	
2.2.1	Experience in advising senior management of the UN or other international organizations on PVE and social media related strategies	3
2.3	<b>Expertise of Social Media Analyst</b>	
2.3.1	Experience in social media mapping and analysis, database management. Preferably related to violent extremism	3
2.4	<b>Expertise of Bangladesh language expert</b>	
2.4.1	Experience in a social media mapping and analysis of online narratives in Bangla language	3
2.5	<b>Expertise of Senior Expert Advisor</b>	

2.5.1	Experience in undertaking quantitative/qualitative research and drafting of high-quality reports, publications and knowledge products. Preferably related to violent extremism	4
2.6	<b>Expertise of Coordinator (national partner)</b>	
2.6.1	Experience in supervisory or coordination role in development or social media related works, experience of coordinating with international organization preferred	2
2.7	<b>Expertise of social media monitoring officers (national partner) (2)</b>	
2.7.1	Experience in social media monitoring of post in Bangla language	1
<b>Total Section 2</b>		<b>20</b>

<b>Section 3. Methodology</b>			<b>Points obtainable</b>
3.1	Quality and relevance of proposed approach, addressing prominent social media networks in Bangladesh (ie, Facebook)		10
3.2	Quality of proposed analytical framework, including protocols for protecting researchers, ensuring anonymity of sources and securely storing and managing data		10
<b>Total Section 3</b>			<b>20</b>

**Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively**

**Therefore, rest of the 30% will be assessed against Financial Proposal**



## SECTION 5. TERMS OF REFERENCE

### Collecting and Analysing Data on Violent Extremist Narratives on Social Media in the Bangla Language for Partnership for a Tolerant, Inclusive Bangladesh (PTIB) Project

<b>A. Project Title</b> Partnerships for a Tolerant, Inclusive Bangladesh (PTIB)
<b>B. Project Description</b> <p>The Partnerships for a Tolerant, Inclusive Bangladesh (PTIB) project is a multi-year UNDP-led initiative that seeks to understand and prevent violence and extremism in Bangladesh. The project responds to the Secretary-General's call for every country to develop a coherent and contextual strategy to prevent violent extremism while reaffirming the need for inclusive institutions, transparent politics, and a commitment to fundamental human rights. And puts into action the UN Plan of Action on Hate Speech. PTIB seeks to build local research capacity, integrate the findings into project activities and input lessons learned into national, regional and global PVE discussions.</p> <p>The program has three streams:</p> <ol style="list-style-type: none"> <li>1. Research Facility: to improve knowledge, understanding and provide insight into the drivers of extremist violence in Bangladesh;</li> <li>2. Social Engagement: to enhance inclusivity and tolerance of young Bangladeshis through social engagement and positive online narratives; and</li> <li>3. Government Engagement: Assist the Government in implementing policies that promote inclusion and tolerance.</li> </ol> <p>The project focuses on online violent extremism as social media is increasingly becoming a ground for spreading extremist propaganda and recruitment. Monitoring violent extremist talking points on popular online platforms, including Facebook and Youtube, and research updates are helping the project to construct a more consistent understanding of the VE threat landscape over time and to strategize the responsive interventions. To conduct this monitoring and analysis, UNDP is looking for hiring an international lead organization (contractor) with a national partner. While the contract will start from the 1<sup>st</sup> June 2021, social media monitoring reporting must cover from the 1st of April 2021. After the evaluation and selection of the contractor and national partner, UNDP initially will issue a contract for the first 3 payments, covering the work till January 2022, with 30% of the total contract value. Contract amendment with extension will depend on the availability of project funding.</p> <p>The monitoring and analysis will examine the following:</p> <ul style="list-style-type: none"> <li>• The range of violent extremist and associated online harms in Bangladeshi cyberspace, outlining which issues are most salient to online communities of Bangla-speaking sympathizers;</li> <li>• High resolution data-driven insights into the range of channels, subscriptions and interactions associated with the wide violent extremist ecosystem of actors in Bangladesh;</li> <li>• Estimates of the number of Bangladeshis attracted to, and active in supporting violent extremist narratives online, both inside and outside the country, as well as tactics used by violent extremists to attract sympathy and support;</li> <li>• Important target audiences and key narratives that could form the basis of peaceful and inclusive program options, supported by either UNDP or partners;</li> <li>• A better understanding of whether economic inequality, development, or human rights concerns in Bangladesh or among the Bangla-speaking diaspora shape violent or exclusionary narratives online.</li> </ul>
<b>C. Scope of Work and Overall Objectives</b> <p>Under the direct guidance of the PTIB Project Manager, the contractor and its national partner will i) collect high resolution data on violent extremist narratives and presence online in the Bangla language, ii) produce monthly, quarterly and annual evidence-based assessments of the violent extremist footprint online in</p>

Bangla, iii) present information to UNDP in a publishable format, and be available to assist UNDP in circulating information to partners.

The contractor and its national partner will coordinate with other PTIB research teams, namely the Cox's Bazaar Analysis and Research Unit (CARU) and the Bangladesh Peace Observatory (BPO) at Dhaka University.

#### Scope of Work:

1. *Collect data on extremist narratives and presence online in the Bangla language*
  - Employ advanced means of gathering data on violent extremist support online in the Bangla language, focusing on social media or other online sources (English language data from Bangladesh or Bangladeshi communities abroad should also be gathered, where possible);
  - Disaggregate data by gender, location (including regions within Bangladesh) and age wherever possible;
  - Collect and present any and all data in line with United Nations ethical commitments to safeguarding individual privacy, and in respecting the anonymity of internet users;
  - Contract and engage Bangladeshi national partner capable of selecting appropriate Bangla-language search terms and ensure research is reflective of the Bangladeshi context;
  - Be prepared to provide additional supporting documents justifying the contractor's methodological and ethical approaches upon request;
  - Provide UNDP regular oral briefings and written updates on the state of data collection, including possible risks and areas for investigation as they arise;
  - Expand or refine the data collection to cover new but related themes, as required by UNDP (ie. examine violent extremist responses and reactions to particular political developments, expand investigation of previously identified themes, etc);
  - Collect data on existing peaceful "alternative narratives" which already promote a tolerant and inclusive Bangladesh, and suggest possible avenues for further strengthening peaceful messages that are already popular within the Bangla-speaking community online.
  - Develop data-driven automated analytics that ensure more timely and accessible insight for a wide range of national and international stakeholders;
2. *Produce monthly and quarterly evidence-based assessments of the violent extremist footprint online, summarizing and analysing key trends in the collected data*
  - Provide quality analyses of the data collected, to draw conclusions about online trends amongst violent extremist communities;
  - Be prepared to include additional analysis of particular themes in the reports, as required by UNDP;
  - Provide comprehensive links and references for all concepts and arguments presented in the quarterly reports;
  - Provide detailed analyses of positive trends amongst prominent peacemakers online, and possible avenues for new prevention of violent extremism (PVE) activities in Bangladesh, linking findings to concrete actions and activities UNDP might take to help prevent extremism and violence in Bangladesh;
  - Be prepared to provide informed analysis on issues related to Bangladeshi migrant interaction with violent extremist content online, especially in the Maldives, Malaysia, Singapore, and Gulf States;
  - All analyses should assert the level of confidence upfront with regards to any speculative conclusions, and be clear about potential methodological pitfalls which may be critical to the findings' credibility;
3. *Technical support and advice to UNDP advice on PVE and social media engagement*
  - Advise senior UN/UNDP management and PTIB manager of PVE and social media related strategies and activities;
  - Provide support in monitoring project objectives and support research, learning and knowledge

- management within the project;
- Provide support for capacity development for stakeholders and partners.
- Advise senior UN/UNDP management on PVE scenario building and longer-term strategic planning in Bangladesh

4. *Present information to UNDP in a publishable format, and be available to assist UNDP in circulating information to partners.*

- Provide monthly updates to UNDP, and support distribution to UNDP's partners and key stakeholders in PVE in Bangladesh;
- Provide quarterly (ten) and annual reports (two) to UNDP;
- Provide detailed graphics or maps to illustrate information or conclusions in an engaging and effective manner;
- Provide publishable final versions of all reports to UNDP upon request;
- Develop in collaboration with UNDP an improved way to present analysis, for example a dashboard;
- Develop in collaboration with UNDP a minimum of two knowledge products;

Geographic Location of the work areas:

This work of the contractor can be carried out remotely, outside Bangladesh, though familiarity with the country and direct interaction with the PTIB project team are required throughout the duration of the assignment. National partner and staff need to be based within Bangladesh.

#### **D. Expected Results and Deliverables**

The main expected results of this assignment will be as following:

- Data on online violent extremist activity in the Bangla language is collected, compiled, and disaggregated by demographic and geographic variables where appropriate;
- Data on selected existing popular narratives or campaigns, and their appeal to local communities, is collected;
- Twenty-seven monthly, nine quarterly, two annual and one final professional reports are to be produced analysing and summarizing recent trends in the data, and elaborating on key dynamics and themes;
- Bi-weekly calls with PTIB project manager to discuss trends and implementation of activities
- Data, maps and assessments are to be made publicly available upon request by UNDP;
- Develop new ways of presenting analysis through dashboard;
- Capacity of national partner and staff built.

The main deliverables will be:

- Inception report and work plan.
- Monthly (27), quarterly (9), annual (02) and final (01) Analysis Reports on online violent extremist narratives in Bangladeshi cyberspace (produced in a publishable format);
- Automated data analytics allowing for rapid diagnostics and sharing of insights across relevant themes;
- Complete datasets (stripped of identifiers), if requested by UNDP or partners;
- At least two knowledge product (e.g. public-facing report and/or opinion article);
- Additional synthesized information on ethical or methodological considerations, as required by UNDP.

#### **E. Methodology**

The contractor and national partner will undertake the following methodology to achieve the objective of this assignment:

<ul style="list-style-type: none"><li>Strong team mobilization: This work requires deployment of substantial human resources and expertise, and must rely in part on native Bangla speakers. The contractor must ensure that qualified personnel, and capable data analysts, with proper orientation, are in place to conduct the data collection and analysis activities. The contractor will oversee all activities, monitor and ensure quality control, and will complete the technical activities to a highly professional standard (i.e. robust data collection and quality control from preparation stage to final delivery stage).</li><li>Data collection and review: The team will collect the necessary online social media data, as well as other materials, and will review the information closely to identify key trends. The successful contractor must demonstrate a superior understanding of data collection strategies as they relate to social media and meet UNDP ethical guidelines for collecting information. UNDP has a strong preference for data collection methods reviewing the most prominent social media networks in Bangladesh (ie. Facebook).</li><li>Regular interaction with UNDP: The contractor will be responsible for keeping the UNDP project team up to date, to provide regular information and updates.</li></ul>			
Deliverables/Outputs	Estimated Duration to Complete	Target Due Dates	Review and Approvals Required <i>(Indicate designation of person who will review output and confirm acceptance)</i>
Inception report, workplan, 3 monthly and 1 quarterly report on online violent extremist narratives covering April – June 2021	3 months	15th August 2021	Payment will be made upon acceptance by the UNDP Project Manager. Need approval of work plan to be prepared and submitted with inception report.
3 monthly and 1 quarterly report on online violent extremist narratives covering July – September 2021	2 months	15th October 2021	
3 monthly and 1 quarterly report on online violent extremist narratives covering October – December 2021, annual report covering April to December 2021.	3 months	15th January 2022	
3 monthly and 1 quarterly report on online violent extremist narratives covering January – March 2022, one knowledge product	3 months	15 <sup>th</sup> April 2022	
3 monthly and 1 quarterly report on online violent extremist narratives covering April – June 2022	3 months	15 <sup>th</sup> July 2022	
3 monthly and 1 quarterly report on online violent extremist narratives covering July – September 2022	3 months	15 <sup>th</sup> October 2022	
3 monthly and 1 quarterly report on online violent extremist narratives covering October – December 2022, annual report 2022	3 months	15 <sup>th</sup> January 2023	
3 monthly and 1 quarterly report on online violent extremist narratives covering January – March 2023, one knowledge product	3 months	15 <sup>th</sup> April 2023	
3 monthly and 1 quarterly report on online violent extremist narratives covering April – June 2023, final report	3 months	15 <sup>th</sup> July 2023	
<b>F. Institutional Arrangement</b>			
The study will be overseen by the Project Manager of PTIB project. Contractual oversight will be provided by UNDP Operations Manager and cluster.			
<b>G. Duration of the Work and Duty Stations</b>			
The expected start date of the assignment is 1 <sup>st</sup> June 2021 and will be ended on 31 <sup>st</sup> July 2023. The contractor			

is expected to work from their own offices. If the contractor is an international firm, the team leader is expected to have 2 missions to Dhaka, each mission minimum 5 working days. Contractor can disburse these costs to UNDP, following UNDP travel rules. Travel and daily allowance for this, is not required in the lumpsum.

#### **H. Qualifications of the Successful Contractor**

The key qualification of the contractor, national partner, and staffs are listed below. Contractors are welcome to propose additional team members. CVs must be tailored to demonstrate competence against these requirements. Failure to demonstrate the experience of the contractor and individual team members against these eligibility criteria will result in proposals being discarded.

##### **Minimum Eligibility Criteria:**

##### **Contractor**

The contractor should be able to demonstrate that it has the capacity and skills to conduct social media and internet mapping of sensitive groups, in line with rigorous ethical requirements protecting individual privacy. Including clear established protocols for protecting researchers, ensuring anonymity of sources and securely storing and managing data. Experience managing similar activities in the past is required. The contractor should be able to demonstrate that it can meet this requirement.

In addition, the organization should demonstrate:

- Established expertise in the field of Prevention of Violent Extremism (PVE);
- At least 3 years of relevant working experience, with focus on online data collecting and analyzing from prominent social media networks (Facebook, Youtube, Instagram, Tiktok);
- Two recent examples of similar assignment types with a highly sensitive political subject or environment.
- Two projects/assignments in the past 3 years with a minimum budget of USD 100.000 or equivalent.
- Experience working with and building capacity of national/local partners.
- Previous experience working with a UN agency / International NGO / bilateral donor / Government.
- Previous experience in South-Asia or South-East Asia;
- Team composition must be provided in full.

##### **Team Leader (lead researcher):**

The Team Leader will be the key liaison point between UNDP PTIB, the contractor and national partner. It is expected he/she will have overall responsibility for the work, the training and oversight of national partner and oversee qualitative analysis and reporting.

- Master's degree in any relevant discipline in Development, Social Sciences or Conflict Prevention.
- At least ten years of experience in undertaking quantitative/qualitative research, including using methodologies in relevant field and in mapping online narratives (preferably related to violent extremism);
- Examples of at least five key publications through his/her leadership. 2 samples should be submitted.

##### **PVE senior advisor (contractor can opt to combine with team leader position):**

The PVE senior advisor will advise senior UN/UNDP management and PTIB manager on PVE and social media related strategies and activities.

- Master's degree in any relevant discipline in Development, Social Sciences or Conflict Prevention;
- At least 10 years of experience in a senior advisory role in conflict prevention.

- At least 5 years of experience in the prevention of violent extremism

#### Social Media analyst:

- Master's degree in any relevant discipline in Social Science or ICT;
- At least 5 years of experience in social media mapping and analysis, database management. Experience with PVE/ mapping violent extremist groups an asset.

#### Bangladesh language expert:

- Master's degree in any relevant discipline in Social Science or ICT;
- At least 2 years of experience in a social media mapping and analysis. Strong preference for those with experience collecting data on violent extremist groups and movements.

#### Senior expert advisor:

The senior expert advisor will support in analysis, reporting and the development of knowledge products.

- Master's degree in any relevant discipline in Development, Social Sciences or Conflict Prevention;
- At least five years of experience in undertaking quantitative/qualitative research and drafting of high quality reports, publications and knowledge products;
- Examples of at least five key publications. 2 samples should be submitted.

#### National partner organization

To sustain the social media and internet mapping, UNDP/PTIB is requesting the contractor to partner with a national Bangladeshi organization. The national organization should have a government registration that allows them to implement the work, and should be able to receive funding through the contractor. The national partner should be able to demonstrate that it has the capacity and skills to support social media and internet mapping of sensitive groups.

In addition, the organization should demonstrate:

- At least 2 years of experience in social media engagement works;
- At least 1 year of experience with online data collection and analysing data from prominent social media networks;
- Previous experience working with a UN agency / International NGO / bilateral donor / Government;
- Team composition must be provided in full;

#### Coordinator:

The Coordinator will report to the contractor, and when required he/she will liaise with UNDP PTIB. It is expected he/she will have overall responsibility for the work of the national partners and oversee timely delivery of works and quality of the outputs

- Bachelor's degree in any relevant discipline in Development, Social Sciences or Conflict Prevention;
- At least 3 years of experience in supervisory or coordination role in development or social media related works.
- Experience in social media monitoring;
- Fluent in English and Bangla

#### Social media monitoring officers (2)

- Bachelor's degree in any relevant discipline in Social Sciences or ICT;

- Experience in social media monitoring
- Fluent in Bangla, basic knowledge in English

#### Competencies of team members of the contractor and national partner

##### **Corporate Competencies:**

- Demonstrates integrity by modeling the UN's values and ethical standards (human rights, peace, understanding between peoples and nations, tolerance, integrity, respect, and impartiality.
- Promotes the vision, mission, and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

##### **Functional Competencies:**

- Demonstrates openness to change, flexibility, and ability to manage complexities.
- Proven strong written, analytical and communication skills.

#### **J. Scope of Price Proposal and Schedule of Payments**

UNDP shall affect payments, by bank transfer to the contractor's bank account, upon acceptance by PTIB/UNDP of the deliverables specified in the ToR. Payments will be based on milestone deliverables upon submission of invoice and upon certification of the work completed.

<b>Installment</b>	<b>Deliverables</b>	<b>Target Due Dates</b>
1st payment: 10% of total contract value	Inception report, workplan, 3 monthly reports, first quarterly report and desktop publishing.	15th August 2021
2nd payment: 10% of total contract value	3 monthly reports, second quarterly report and desktop publishing	15 <sup>th</sup> October 2021
3rd payment: 10% of total contract value	3 monthly reports, third quarterly report, annual report 2021, and desktop publishing	15 <sup>th</sup> January 2022
4th payment: 10% of total contract value	3 monthly reports, fourth quarterly report, first knowledge product, and desktop publishing	15 <sup>th</sup> April 2022
5th payment: 10% of total contract value	3 monthly reports, fifth quarterly report, and desktop publishing	15 <sup>th</sup> July 2022
6th payment: 10% of total contract value	3 monthly reports, sixth quarterly report, and desktop publishing	15 <sup>th</sup> October 2022
7th payment: 10% of total contract value	3 monthly reports, seventh quarterly report, annual report 2022, and desktop publishing	15 <sup>th</sup> January 2023
8th payment: 10% of total contract value	3 monthly reports, eighth quarterly report, second knowledge product, and desktop publishing	15 <sup>th</sup> April 2023
9th payment: 20% of total contract value	3 monthly reports, ninth quarterly report, final report, and desktop publishing	15 <sup>th</sup> July 2023

## **L. Recommended Presentation of proposal**

The interested contractor must submit the following detailed proposal made up of documentation to demonstrate the qualifications of the prospective contractor and partner to enable appraisal of competing bids. This should include technical and financial proposals, details of which are listed below.

### **Technical Proposal**

1. Information on contractor and national partner – For both the name of the organization and details of registration, address and bank account; business registration certificate and corporate documents (Articles of Association or other founding authority); description of present activities and most recent annual report (including audited financial statements), if applicable;
2. Relevant Experience of contractor and national partner– For both description of experience in projects of a comparable nature, with specific description of technical specialization in undertaking large scale data collection and analysis, and list of current and past assignments.
3. Process - The Technical Proposal needs to contain a detailed description of the process the contractor intends to follow to complete the required tasks. Including the division in responsibilities between the contractor and the national partner, and capacity building activities of the national partner if required. This should include a detailed work plan and time schedule for completion/delivery of the final product which, after selection of the contractor, will be agreed upon by the UNDP project team.
4. Human Resources - The Technical Proposal needs to contain a list and detailed information on the proposed Human Resources which will be utilized for the task. This list should include team members' respective qualifications and relevant experience and demonstrate the required expertise to complete the tasks ie. Data collection, data analysis, understanding of extremist movements, etc.
5. Tools and Methodologies – Outline how your specific approach to qualitative research, including participatory methods, are relevant to the questions under study and meet the highest research standards. This should also include a detailed approach explaining how any quantitative and qualitative data will be collected. Describe here as well the roles of the contractor and the national partner, and specific capacity development activities for the partner if required.
7. Quality assurance – The contractor must outline how it will ensure quality at all stages of the project with an emphasis on any issues related to sampling, data collection, analysis and reporting. This will be subject to review by UNDP during project implementation.
8. Risk management – The contractor must identify key risks and outline how it will mitigate against them. Particular attention should be paid to how political sensitivities might be handled professionally by the contractor.

Two references for the contractor and the national partner must be provided for previous work which has been undertaken. These should be from the past two years and should relate to projects on which proposed team members worked.

Financial Proposal (including fee, travel cost, DSA, and other relevant expenses)

(i) The Financial Proposal shall specify a total delivery amount (in USD) including consultancy fees and all associated costs, i.e. travel cost, subsistence per diems, printing costs, consultation workshop costs and overhead recharges.

(ii) In order to assist UNDP in the comparison of financial proposals, the financial proposals will include a breakdown of this amount disclosing the key assumption employed in costing the working.

The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment.



**M. Criteria for Selection of the Best Offer**

In response to the invitation of tender, the contractor will have to submit a Technical Proposal as per the Terms of Reference of the scheme and a Financial Proposal separately (in 2 separate envelopes). The tender selection committee will first evaluate the technical proposal of the contractors/institutions. Any contractors/institutions getting more than 70% of the maximum achievable points in the technical proposal will be considered responsive for financial appraisal, and ultimately therefore, for contracting. The financial proposal will be evaluated based on lowest price.

A cumulative analysis weighted-score method will be applied to evaluate the contractor. The award of the contract will be made to the tenderer whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable with reference to this ToR, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria to this solicitation, with the ratio at 70:30 respectively

Criteria	Weight (%)	Max Points
<b>Technical</b>	<b>70</b>	<b>70</b>
<b>1. Expertise of contractor and partner</b>		(30)
<i>1.1 Expertise of contractor</i>		
1.1.1 Working experience in online data collecting and analyzing from prominent social media networks. Preferably related to violent extremism.		10
1.1.2 Experience with producing briefs and reports that inform a community of practioners, including Government, UN and Development partners. Preferably related to violent extremism.		10
1.1.3 Experience in Bangladesh preferred		5
<i>1.2 Expertise of partner</i>		
1.2.1 Experience in social media engagement, in social media monitoring preferred		5
<b>2. Expertise of the Key personnel</b>		(20)
<i>2.1 Expertise of Team Leader/Lead Researcher</i>		
2.1.1 Experience in undertaking quantitative/qualitative research through social media monitoring and analysis. Preferably related to violent extremism.		4
<i>2.2 Expertise of PVE senior advisor (contractor can opt to combine with team leader)</i>		
2.2.1 Experience in advising senior management of the UN or other international organizations on PVE and social media related strategies		3
<i>2.3 Expertise of Social Media Analyst</i>		
2.3.1 Experience in social media mapping and analysis, database management. Preferably related to violent extremism.		3
<i>2.4 Expertise of Bangladesh language expert</i>		
2.4.1 Experience in a social media mapping and analysis of online narratives in Bangla language.		3
<i>2.5 Expertise of Senior Expert Advisor</i>		
2.5.1 Experience in undertaking quantitative/qualitative		4

research and drafting of high-quality reports, publications and knowledge products. Preferably related to violent extremism.		
<i>2.6 Expertise of Coordinator (national partner)</i>		
2.6.1 Experience in supervisory or coordination role in development or social media related works, experience of coordinating with international organization preferred.		/2
<i>2.7 Expertise of social media monitoring officers (national partner) (2)</i>		
2.7.1 Experience in social media monitoring of post in Bangla language		1
<b>3. Methodology</b>		(20)
3.1 Quality and relevance of proposed approach, addressing prominent social media networks in Bangladesh (ie, Facebook)		10
3.2 Quality of proposed analytical framework, including protocols for protecting researchers, ensuring anonymity of sources and securely storing and managing data		10
<b>Financial</b>	<b>30</b>	<b>30</b>
<b>Total</b>	<b>100</b>	<b>100</b>

**N. Responsibilities of the Contractor regarding cost component**

All costs related to this assignment including logistics, office arrangements, accommodation, building capacity of the national partner etc. shall be borne by the contractor

**O. Responsibilities of UNDP regarding cost component**

UNDP shall pay the lump sum amount quoted in the financial proposal and shall be paid as achievement of milestones as per the ToR

Achieving the deliverables shall be the sole responsibility of the contractor. Any delay shall be communicated to the PTIB team along with a plan to remedy the delay. In case the firm fails obtain prior approval in case of unforeseeable delay and comes with last minute request. UNDP will not accept any request for extension of the Contract

**P. Identification of Risk and Risk Mitigation Plan**

The contractor will be solely responsible for the deliverables and will be responsible to achieve these milestones. Any delay should be reported prior the time point of the milestones as per the submitted work plan.

## SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
▪ Form H: Proposal Security Form	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Financial Proposal

**(Must be submitted as a separate file and should be password protected. UNDP will seek password from Technically Qualified Bidder)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

**FORM A: TECHNICAL PROPOSAL SUBMISSION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. RFP-BD-2021-012 and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we *embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.*

*We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.*

*We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference*

*Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.*

We understand and recognize that you are not bound to accept any Proposal you receive.

*I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## FORM B: BIDDER INFORMATION FORM

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Local Government permit to locate and operate in assignment location, if applicable</li> <li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country</li> <li>▪ Power of Attorney</li> </ul>

FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture      **OR**      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____	Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
 Name of partner: _____	 Name of partner: _____
 Signature: _____	 Signature: _____
 Date: _____	 Date: _____

## FORM D: QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

### Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

### Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

### Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	Information from Balance Sheet		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	Information from Income Statement		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

- ☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:
- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
  - b) Historic financial statements must be audited by a certified public accountant;
  - c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.



## FORM E: FORMAT OF TECHNICAL PROPOSAL

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

Please ensure that the information below is adapted in accordance with the technical evaluation criteria included in Section 4. The below sections correspond to the sample criteria included in this template RFP in Section 4]

### SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

### SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

**SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference**

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

**SECTION 3: Management Structure and Key Personnel**

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

## Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i> Name of institution: [Insert] Date of certification: [Insert]
Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

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I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

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Signature of Personnel

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Date (Day/Month/Year)

FORM F: FINANCIAL PROPOSAL SUBMISSION FORM

(Must be submitted as a separate file and should be password protected. UNDP will seek password from Technically Qualified Bidder)

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

*Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.*

We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

[Stamp with official stamp of the Bidder]

## FORM G: FINANCIAL PROPOSAL FORM

**(Must be submitted as a separate file and should be password protected. UNDP will seek password from Technically Qualified Bidder)**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification. The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

**Currency of the proposal:** [Insert Currency]

**Table 1: Summary of Overall Prices**

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
<b>I. Personnel Services</b>				
<u>Contractor:</u>				
Team Leader (lead researcher):		90 days	1	
PVE senior advisor (contractor can opt to combine with team leader position)		100 days	1	
Social Media analyst:		140 days	1	
Bangladesh language expert:		80 days	1	
Senior expert advisor:		78 days	1	
<u>National partner:</u>				
Coordinator:		90 days	1	
Social media monitoring officers		140 days	2	
<b>II. Out of Pocket Expenses</b>				
<u>Contractor:</u>				
Travel Cost				
Daily allowance				
Communications				
Reproduction				
<u>National partner:</u>				
Communications				
<b>III. Other Related Costs<sup>3</sup></b>				
<u>Contractor</u>				
<u>National partner</u>				
<b>Grand Total</b>				

<sup>3</sup> Please incorporate in line with your ToR understanding. But needs to be justified in line with Value for Money

**Table 2: Breakdown of Professional Fees**

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		A	B	C=A+B
In-Country				
Home Based				
<b>Subtotal Professional Fees:</b>				

**Table 3: Breakdown of Other Costs**

Description	UOM	Quantity	Unit Price	Total Amount
International flights	Trip			
Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
<b>Subtotal Other Costs:</b>				

**Table 4: Breakdown of Price per Deliverable/Activity**

Installment	Deliverables	Value
1st payment: 10% of total contract value	Inception report, workplan, 3 monthly reports, first quarterly report and desktop publishing.	
2nd payment: 10% of total contract value	3 monthly reports, second quarterly report and desktop publishing	
3rd payment: 10% of total contract value	3 monthly reports, third quarterly report, annual report 2021, and desktop publishing	
4th payment: 10% of total contract value	3 monthly reports, fourth quarterly report, first knowledge product, and desktop publishing	
5th payment: 10% of total contract value	3 monthly reports, fifth quarterly report, and desktop publishing	
6th payment: 10% of total contract value	3 monthly reports, sixth quarterly report, and desktop publishing	
7th payment: 10% of total contract value	3 monthly reports, seventh quarterly report, annual report 2022, and desktop publishing	
8th payment: 10% of total contract value	3 monthly reports, eighth quarterly report, second knowledge product, and desktop publishing	
9th payment: 20% of total contract value	3 monthly reports, ninth quarterly report, final report, and desktop publishing	

## FORM H: SELF DECLARATION

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# Declaration

Date:

**United Nations Development Programme**

UNDP Registry, IDB Bhaban, Agargaon  
Sher-E-Bangla Nagar, Dhaka, Bangladesh

Assignment: “\_\_\_\_\_”

**Reference:** [RFP-BD-2021-0](#)

Dear Sir,

I declare that ..... is not in the UN Security Council 1267/1989  
List, UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,

SECTION 7: FORM FOR PERFORMANCE SECURITY

***(This must be finalized using the official letterhead of the Issuing Bank/ in Stamp Paper. Except for indicated fields, no changes may be made on this template)***

To: UNDP [Insert contact information as provided in Data Sheet]

WHEREAS [name and address of Contractor] (hereinafter called “the Contractor”) has undertaken, in pursuance of Contract No. Click here to enter text dated, to execute Services ..... (hereinafter called “the Contract”):

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract:

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of [amount of guarantee] [in words and numbers], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [amount of guarantee as aforesaid] without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid until a date 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor.

**SIGNATURE AND SEAL OF THE GUARANTOR BANK**

Date .....  
Name of Bank .....  
Address .....