

**REQUEST FOR PROPOSAL 49-2021**

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| **Requesting Project:** “Strengthening institutional and technical Macedonian capacities to enhance transparency in the framework of the Paris Agreement” (CBIT Project)  | DATE: June 30, 2021 |
| REFERENCE: RFP 49-2021**Conducting Gender Equality and Climate Change Trainings** |

Dear Sir / Madam:

We kindly invite you to submit your quotation in MKD, VAT excluded under RfP 49-2021 for

**Conducting Gender Equality and Climate Change Trainings,** as detailed in Annex 1 of this RFP. When preparing your quotation, please be guided by the form attached hereto as Annex 3.

Quotations may be submitted on or before July 14, 2021 by 11:00am via dedicated email: offers.mk@undp.org

**PLEASE NOTE THAT FINANCIAL OFFER MUST BE SEPARATLY ATTACHED password protected.**

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

**Annex 1**

**Description of Requirements**

|  |  |
| --- | --- |
| Context of the Requirement | **Conducting Gender Equality and Climate Change Trainings** |
| Brief Description of the Required Services | **Conducting Gender Equality and Climate Change Trainings** |
| List and Description of Expected Outputs to be Delivered | As per TOR (Annex 3) |
| Person to Supervise the Work/Performance of the Service Provider  | UNDP Project Manager |
| Frequency of Reporting | As per the Terms of Reference |
| Please attach the Required documents  | **Required documents for submission:*** Company registration document (Tekovna sostojba for local Bidders)
* Company profile with reference list of relevant projects
* List of referenced projects along with contact details for reference checking purposes (please indicate the e-mail addresses or telephone numbers of contact persons)
* Quality Certificate (e.g., ISO 9001, ISO 27001, ITIL) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any
* Statement of Satisfactory Performance from the Top 3Clients in terms of Contract Value in the past 5 years, including contacts for reference
* CVs of experts reflecting relevant projects and relevant experience .**The team of experts must demonstrate the mandatory areas of expertise reflected in the** CVs of the proposed team members;
* **Summary Table (Annex 2 )** with specific columns for key qualifications of the expert for this assignment, the relevant professional experience for the assignment (projects/duration/specific role)
* **Clear Presentation of the methodology** and the work plan by describing all the steps leading towards the completion of the assignment.
* **Financial offer** presented per Delivrables (in a password protected file)
 |
| Manner of submission of the proposal: Electronically  | Documents to be submitted to dedicated e-mail: offers.mk@undp.org**SUBJECT: MKDRfP 49-2021 for Gender and CC trainings -name of Bidder** Format: PDF files **All files must be in PDF and free of viruses and not corrupted.****Technical and Financial OFFER must be separately uploaded.** **Max. size of uploaded files (per document) must not exceed: 30 MB****All submitted files should be in the following format:****Companyname\_nameofthefile.pdf (or .docx)****ONLY FINANCIAL offer will be submitted as PDF “password protected file”, DIGITALLY signed and** or signed and scanned in the .pdf format.**Password for Financial OFFER SHALL be provided to UNDP ONLY if and when requested****(Password protection of a PDF document can be done using Adobe Reader. Open the PDF and choose Tools > Protect > Encrypt > Encrypt with Password)** |
| Location of work | [ ]  Exact Address/es [pls. specify][x]  **Skopje**  |
| Expected duration of work  | July 2021- November 2021 |
| Target start date  | **Mid July 2021** |
| Latest completion date | **Mid November 2021** |
| Travels Expected  | As per TOR  |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | [x]  **Required**[ ]  Not Required |
| Currency of Proposal | [ ]  United States Dollars for foreign Bidders[ ]  Euro[x]  **Local Currency – MKD**  |
| Value Added Tax on Price Proposal | [ ]  must be inclusive of VAT and other applicable indirect taxes[x]  **must be exclusive of VAT and other applicable indirect taxes** |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | [ ]  60 days [ ]  90 days [x]  **120 days**In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.  |
| Partial Quotes | [x]  **Not permitted**[ ]  Permitted  |
| Payment Terms | Upon completion of Deliverables in ToR |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | **UNDP Project Manager** |
| Type of Contract to be Signed | [ ]  Purchase Order[x] minime Contract[ ] Contract for professional services[ ]  Long-Term Agreement[[1]](#footnote-2) *(if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)*[ ]  Other Type of Contract *[pls. specify]*  |
| Criteria for Contract Award | [ ]  Lowest Price Quote among technically responsive offers[x]  **Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)** [x]  Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal. |
| Criteria for the Assessment of Proposal  | **Technical Proposal (70%)**[x]  Expertise of the Firm - 140 points[x]  Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan - 200 points[x]  Qualification of Key Personnel - 360 points**Financial Proposal (30%)**To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP. |
| UNDP will award the contract to: | [x]  **One and only one Service Provider**[ ]  One or more Service Providers, depending on the following factors:  |
| Contract General Terms and Conditions[[2]](#footnote-3) | Applicable Terms and Conditions are available at:<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html> for contract for professional services:<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html> |
| Annexes to this RFP | [x]  **Description of Requirements (Annex 1)** [x]  **Form for Submission of Proposal (Annex 2 tables to fill in 2A, 2B, 2C)**[x]  **Detailed TOR (Annex 3)**[x]  **Technical Evaluation criteria (Annex 4)** |
| Contact Person for Inquiries(Written inquiries only)[[3]](#footnote-4) | *procurement.mk@undp.org*Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers. |

**Annex 2**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[4]](#footnote-5))***

Skopje, DATE

To: UNDP Procurement Unit

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the **RFP 49-2021** dated \_\_\_\_\_\_\_\_ and all its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

**1.Expertise of the Firm/Organization**

1. *The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP. The technical proposal must highlight the prior experience of the bidder in the area of polling. Bidders shall include a list of prior relevant projects/polls and information on the scope, clients and date of implementation/duration.*
2. **Methodology and approach**

|  |
| --- |
| *The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed concept will be appropriate to the local conditions and context of the work.*   |

1. **Qualifications of Key Personnel as per TOR requirements**:

*If required by the RFP, the Service Provider must provide:*

1. *Names and qualifications of the experts that will perform the services under this TOR*
2. *CVs reflecting their relevant experience as per the TOR requirements.*
3. *Availability Confirmation*

***Annex 2A***

***Availability confirmation form*** (to be filled by all proposed experts)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name, last name), agree that the entity \_\_\_\_\_\_\_\_\_\_\_\_\_ (name of the applicant entity) will use my CV for the tender application under this RFP

I declare that the information provided in my CV is accurate, and I am able to provide relevant evidence (reference letters, job contracts, etc.) upon request.

If the entity \_\_\_\_\_\_\_\_\_\_\_\_\_ (name of the applicant entity), is selected for contract, I agree to be available under the conditions given in the ToR.

Name and last name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(as in your ID document)

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

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

**Table 2 B- List of relevant projects: Provide the following information regarding corporate experience relevant to those required for this Contract.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name of project/****activities** | **Client** | **Contract Value** | **Period of activity** | **List of relevant activities undertaken** | **Status or Date Completed** | **References Contact Details (Name, Phone, Email)** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Table 2C - Fill in the table for each expert assigned and reflect their relevant experience/projects**

**Name of expert:\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |
| --- | --- | --- | --- |
| **Client** | **Contract Value** | **Period of activity** | List of relevant projects as per the requirement in the TOR  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**For Each expert fill in such table**

**Name of expert: \_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |
| --- | --- | --- | --- |
| **Client** | **Contract Value** | **Period of activity** |  List of relevant projects and the role and activities performed by the expert*as per the requirement in the TOR* |
|  |  |  |  |
|  |  |  |  |
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**The Financial offer must be presented per Deliverables in the TOR**

**TABLE 2 C : Detailed Financial Offer to Supply Services Compliant with TOR**

To: UNDP

Dear Sir/Madam:

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to deliver consultancy services in conformity with **RFP 49-2021 for Conducting Gender Equality and Climate Change Trainings** in the amount of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_mkd, VAT excluded

**Table 1: Summary of Overall Prices**

|  |  |
| --- | --- |
|  | **Amount(s)** |
| **Professional Fees**  |  |
| **Other Costs** ( …. ) |  |
| **Total Amount of Financial Proposal** |  |

**Table 2: Breakdown of Price per Deliverable/Activity**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Deliverable/****Activity description**  | **Time**(person, days, and dates of completion) | **Professional Fees** | **Other Costs** | **Total** | **Terms of delivery** |
| **Deliverable 1** |  |  |  |  |  |
| **Deliverable 2**  |  |  |  |  |  |
| **Deliverable 3…..** |  |  |  |  |  |
|  |  |  |  |  |  |
| Grand Total, VAT excluded |  |

**Payment is deliverable based. Time schedule for each deliverable must be included in the proposal.**

**Terms of payments:** per deliverables

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

*[Designation]*



**Annex 3**

**Terms of Reference**

For a National Company/NGO/Institution

Conducting Gender Equality and Climate Change Trainings

Project title: “Strengthening institutional and technical Macedonian capacities to enhance transparency in the framework of the Paris Agreement” (CBIT Project)

Expected duration: July 2021- November 2021

1. BACKGROUND

UNDP and the Ministry of Environment and Physical Planning (MoEPP) are implementing the project “Strengthening institutional and technical Macedonian capacities to enhance transparency in the framework of the Paris Agreement” (CBIT PROJECT). In 2020, as part of the project objectives and comprehensive capacity building programme on gender and climate change, a series of [trainings on Gender Equality and Climate Change](https://klimatskipromeni.mk/article/560#/index/main) were conducted for gender machinery and institutional representatives working in the field of climate change at central and regional level. The training objectives were to strengthen knowledge and understanding on the gender dimension of climate change, acquire skills and knowledge how to introduce gender perspective in designing measures related to adaptation and mitigation plans for climate change. The designed training programme has been positively evaluated by the participants i.e. tailored well according to their needs as policy makers. Facilitated discussions in the training sessions resulted in clear recommendations for follow up: provide trainings for two more target groups of key stakeholders (public enterprises and administrative employees working on public procurement) and extend the capacity building programme on gender and climate change with mentorship. This would support the authorities on local and national level to start with implementation of gender mainstreaming within strategic planning process, to understand the gender roles and stereotypes, how to use the sex-disaggregate data and to take into consideration the needs, priorities and benefits of all marginalized persons, men and women, children and adults in rural and urban areas.

Therefore, UNDP is looking for national company/NGO/Institution to conduct Gender Equality and Climate Change trainings for the two key target groups specified above.

II. SCOPE OF WORK

The overall objective of this assignment is to conduct 10 trainings on Gender Equality and Climate Change and extend the capacity building programme on gender and climate change with mentorship.

The specific objectives of the assignment are as following:

To increase knowledge of the participants on the gender component of the climate change;

To understand the gender perspective oф climate change;

To get insights into gender differences in Climate Change Mitigation and Adaptation

To strengthen the participants’ skills to mainstream gender equality in their climate change programs, institutions and policies;

To improve participants understanding of the basic elements of gender mainstreaming approach and strategies;

To strengthen the implementation of the Gender and Climate Change Draft Action Plan

III. TASKS AND RESPONSIBILITIES

Under the supervision of the Project Manager and in close cooperation with the two UNFCCC focal points as well as other relevant consultants engaged by the project, the contractor shall be responsible to deliver 10 trainings on Gender Equality and Climate Change and provide 3 months mentorships services for the training participants.

The consulting company is expected to conduct the following tasks:

Identify relevant target audience on national and local level that will participate at trainings (representatives from public enterprises; administrative employees working on procurement on national / local level).

Update [existing training modules](https://klimatskipromeni.mk/article/560#/index/main) with latest country specific gender and climate change data.

Develop a training plan for delivering the trainings;

Prepare set of the training materials for each training participants;

Provide translators for the trainings on local languages (if needed);

Deliver 10 trainings (2 in Skopje and 8 in each administrative region) on Gender Equality and Climate Change taking into consideration COVID restrictions. Each regional training should cover all municipalities within that region;

Evaluate the success of the trainings by developing a set of indicators;

Develop a Report for the trainings, capturing statistics, lessons learned, findings and recommendations for improvement;

Design and implement 3 months mentorship programme for training participants in order to support the authorities on local and national level to start with implementation of gender and climate change mainstreaming within their responsibilities. The mentorship should be provided in the period Sep – Nov 2021.

IV. EXPECTED DELIVERABLES

Target audience identified from relevant civil servants on national and local level that will participate at trainings (July 30th 2021)

Training modules on Gender Equality and Climate Change updated (Aug 15th 2021)

10 trainings delivered (2 at central and 8 at regional level) in the period (Aug - Oct 2021)

Report for the trainings, capturing statistics, lessons learned, findings and recommendations for improvement (Oct 30th 2021).

Report for the Mentorship services provided to training participants (15th Nov 2021)

V. CONTRACTOR QUALIFICATIONS

**Company:**
The Contractor shall have extensive expertise in developing and implementing similar trainings:

Relevant experience of a minimum of 3 years in consultancy/analysis relevant to gender or climate change (Include company profile with reference list of work and projects)

Track record of minimum 5 conducted trainings/ workshops or consultative events on gender mainstreaming/gender equality/climate change;

Relevant experience in working with national and/or local institutions, and with local governments;

Experience in working with international institutions will be an asset;

Registered in the Macedonian Central Register.

**Proposed team members:**

The scope of work requires a team of skilled professionals with previous experience in similar projects/assignments. The applicant shall offer a team of at least two experts, one on gender and one on climate change). CVs of the proposed team members shall be submitted, clearly stating their relevance and the areas that they will cover and their qualifications for the assignment. The candidates should fulfill the following criteria:

|  |  |
| --- | --- |
| Team members | Qualification requirements  |
| Gender Specialist | Minimum university degree. Advanced degree will be an asset. At least 3 years of relevant professional experience in organizing/delivering trainings on gender mainstreaming/gender equality Minimum 3 relevant projects (trainings/workshops or consultative events on gender; list of relevant projects/assignments shall be included; |
| Climate Change Specialist | Minimum university degree in the relevant field (technical, natural sciences or similar). Advanced degree will be an asset.At least 3 years of relevant professional experience in analysis, research and projects in the area of Climate ChangeAt least 3 relevant projects (climate change relevant capacity building activities/analyses/studies and similar); list of relevant projects/assignments shall be included;Experience as presenter/lecturer at trainings/workshops or consultative events in the field of Climate Change shall be considered as asset |

Required documents for submission:

Profile of Company/Institute, with reference list and client contacts for reference check indicating the e-mail addresses or fax numbers for contact persons;

Proposed methodology for development of the training modules and for delivering the training and a work plan;

Reference list of minimum 5 conducted trainings on gender mainstreaming/gender equality/climate change;

CVs of experts indicating relevant projects and relevant experience as per the table above;

Lump sum financial offer expressed in MKD; VAT expressed separately. The company shall provide breakdown of costs.

VII: TERMS OF SERVICES

Product delivery:

The training and all deliverables shall be submitted in Macedonian language. Only the final reports shall be submitted in Macedonian and English language.

Timeframe

Assignment shall be completed until November 2021. The start of the work is expected in July 2021 after signing the contract.

Reporting

The Contractor shall report to the UNDP Project Manager. The detailed work plan and timescale of activities will be agreed with the selected contractor, upon the finalization of the procurement process

Communication

During the fulfillment of their works, the contractor shall ensure regular communication and exchange of findings with the Project Manager, Gender Advisor and UNFCCC Focal Points prior to the delivery of expected results. The contractor shall ensure quality and timely delivery of the expected results and will regularly inform the UNDP Project Manager for the processes and the expected result, as well as any obstacles that might occur. The contractor shall undertake all technically justified corrective actions for finalization of the products based on the comments and suggestions provided by the UNDP

Logistical support

The contractor shall be responsible for provision of all effective and efficient logistical support for all previously mentioned tasks/duties/responsibilities including full organization of the trainings, venue selection, hospitality costs (lunches and coffee breaks), translation costs, field work and other activities relevant to the trainings.

Travel:

In-country travel is expected for 8 two days training sessions. All associated costs for the company personnel involved in the delivery of the trainings shall be included in the financial proposal.

Payments schedule

The payment for the service will be executed in five installments based on the following milestones:

|  |  |
| --- | --- |
| MILESTONE | Percentage (%) |
| Target audience identified from relevant civil servants on national and local level that will participate at trainings (30th July 2021) | 10 |
| Training modules on Gender Equality and Climate Change updated (15th Aug 2021) | 10 |
| 10 trainings delivered (2 at central and 8 at regional level) in the period (Aug - Oct 2021) | 50 |
| Report for the trainings, capturing statistics, lessons learned, findings and recommendations for improvement (30th Oct 2021). | 10 |
| Report for the Mentorship services provided to training participants (15th Nov 2021) | 20 |
| Total: | 100 |

Annex 4

**EVALUATION CRITERIA**

**EVALUATION METHOD:**

Companies will be evaluated using the cumulative analysis method. Contract will be awarded to the company whose offer will receive:

a) The highest score out of below defined technical and financial criteria.

Only applicants obtaining a minimum of 490 points in the Technical Evaluation would be considered for the Financial Evaluation. The cumulative score will determine the contract award.

**Technical Evaluation Criteria**

|  |  |
| --- | --- |
| **Summary of Technical Proposal Evaluation Forms** | **Points Obtainable** |
| 1. | Bidder’s qualification, capacity and experience  | 140 |
| 2. | Proposed Methodology, Technology, Approach and Implementation Plan | 200 |
| 3. | Qualifications of proposed team members | 360 |
|  | **Total** | **700** |

|  |  |
| --- | --- |
| Technical Proposal EvaluationForm 1 | Maximum Points obtainable |
|
| **Expertise of the Firm/Organization** |
| 1.1 | Relevant experience of a minimum of 3 years in consultancy/analysis relevant to gender or climate change (Include company profile with reference list of work and projects) | 3y – 60 pts4-8y – 65 pts+9 – 70 pts |
| 1.2 | Track record of minimum 5 conducted trainings/ workshops or consultative events on gender mainstreaming/gender equality/climate change | 5tngs – 40 pts6-11tngs – 45 pts+12tngs – 50 pts |
| 1.3 | Experience in working with international institutions will be an asset | If yes – 10 points. |
| 1.4 | Experience in working with international institutions will be an asset | If yes – 10 points. |
|  | 140 |

|  |  |
| --- | --- |
| Technical Proposal EvaluationForm 2 | Maximum Points obtainable |
| **Proposed Methodology, Approach, and Implementation Plan** |
| 2.1 | To what degree does the Proposer understand the task? Is the scope of task well defined and does it correspond to the TOR? | up to 100 |
| 2.2 | Have the important aspects of the task been addressed in enough detail? | up to 100 |
|  |  | 200 |

|  |  |
| --- | --- |
| Technical Proposal EvaluationForm 3 | Maximum Points obtainable |
| **Qualifications of proposed team members** |
| 3.1 | Gender Specialist |  |
|  | Minimum university degree. Advanced degree will be an asset | BSc – 30 ptsMSc – 35 ptsPhD – 40 pts |
|  | At least 3 years of relevant professional experience in organizing/delivering trainings on gender mainstreaming/gender equality  | 3y – 45 pts4-5y – 50pts6-8y – 55 pts9-11y – 60 pts12-14y – 65pts15 or more– 70pts |
|  | Minimum 3 relevant projects (trainings/workshops or consultative events on gender; list of relevant projects/assignments shall be included | 3pr – 50pts4-5pr – 55pts6-7pr - 60pts8-10pr – 65pts11 or more – 70pts |
|  | Obtainable points for the Gender Specialist  | 180 pts |
| 3.2 | Climate Change Specialist  |  |
|  | Minimum university degree in the relevant field (technical, natural sciences or similar). Advanced degree will be an asset | BSc – 30 ptsMSc – 35 ptsPhD – 40 pts |
|  | At least 3 years of relevant professional experience in analysis, research and projects in the area of Climate Change | 3y – 45 pts4-6y – 50pts7-10y – 55 pts11 or more – 60 pts |
|  | At least 3 relevant projects (climate change relevant capacity building activities/analyses/studies and similar); list of relevant projects/assignments shall be included | 3pr – 50 pts4-7pr – 55 pts8 or more - 60 pts |
|  | Experience as presenter/lecturer at trainings/workshops or consultative events in the field of Climate Change  | 20 points |
|  | Obtainable points for the Climate Change Specialist | 180 pts |
|  | Total points for team members | 360 pts |

The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 700 points in the evaluation of the technical proposals, and the price has allocated 300 points.

The offer with the lowest price will receive the total 300 points. Other offers with higher prices will receive their respective scores according the following formula:

 Lowest Bid

 ------------------- x 300

 Proposed Bid

The company will be awarded with the highest aggregate score based on technical and financial proposal.

The financial proposals of Offeror’s whose technical proposals are deemed unacceptable or unqualified shall remain unopened and can be returned to the vendor.

1. *Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed $150,000.00.* [↑](#footnote-ref-2)
2. *Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.*  [↑](#footnote-ref-3)
3. *This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.* [↑](#footnote-ref-4)
4. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-5)