

## REQUEST FOR PROPOSAL (RFP)

<b>National Open Bidding</b>	<b>Date: 20<sup>th</sup> July, 2021</b>
	<b>REFERENCE: RFP-082-IND-2021</b>

Dear Sir / Madam,

We kindly request to submit your proposal for **“Enhancing Access to Social Entitlement in Devbhumi Dwarka and Jamnagar, Gujarat”**

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

- Annexure 1 – Description of Requirements
- Annexure 2 – Terms of Reference
- Annexure 3 – Form for submitting service provider’s Technical proposal
- Annexure 4 – Form for submitting service provider’s Financial proposal
- Annexure 5 – General Terms and Conditions of the Contract

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

**Username:** event.guest

**Password:** why2change

and follow the registration steps as specified in the system user guide.

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

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

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

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

password to open the Financial Proposal. The Proposer shall assume the responsibility for not encrypting the financial proposal.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Yours sincerely,

Arun Arumughan  
Procurement Analyst

**Description of Requirements**

Context of the Requirement	<p>For the past five years, United Nations Development Programme (UNDP) has worked together with partners in government, the private sector and civil society to test innovative approaches to support youth in employability, 21<sup>st</sup> century skills and employment support.</p> <p>Continuing its mission on strengthening livelihoods and entrepreneurship for marginalised communities, UNDP will implement a four-year long program in Jamnagar and Dwarka districts in Gujarat. The objective of <b>‘integrated livelihoods and entrepreneurship development program’</b> is to enhance income of 10,000 households through increased access to livelihoods opportunities and social protection. The program is designed to have a sustainable impact on young people, farmers, and potential micro enterprises through overall improvement in Service Provider, awareness, and income levels.</p> <p>The key areas of program intervention include promoting entrepreneurship, enhancing access to employment, facilitating collectivization and market access for farmers, and leveraging government schemes and enabling access to entitlements. The overall aim of this project is to develop the potential of the rural and semi urban communities and provide them with the opportunity to enhance their livelihoods and income. The project will also directly support establishment of one incubation facility at a strategic location to cater to all project villages.</p> <p>Under the project component ‘leveraging government schemes and enabling access to entitlements’ UNDP team will use its existing experience of improving access and awareness to government schemes for marginalised communities, aspiring entrepreneurs, farmers, youth and women. UNDP team through a cadre of local community persons/Village Level Entrepreneurs (VLEs), will support poor and vulnerable households, in the proposed project areas, who are either unaware or unable to access existing relevant welfare and entitlement schemes. These community persons defined as Village Level Entrepreneurs for this component can also be selected from amongst community cadres already selected under previous three components for strengthening their revenue model. The project interventions would facilitate access to much needed credit/finance to support and expand existing livelihoods and fund new enterprises. This will be done in convergence with the local government departments.</p> <p>UNDP will target a combination of social entitlements, welfare schemes and credit linkages or livelihoods related available funds, such as National Social Assistance Program (NSAP), BOCW, PDS, MSME schemes, Pradhan Mantri Jan Dhan Yojana, Sukanya Samridhi Yojana, Rashtriya Swasthya Bima Yojana, Pradhan Mantri Mudra Yojana etc. The final list of schemes will be prepared basis the relevance to project beneficiaries and districts. These will be included in a compendium to be used for training and dissemination. The project will ensure that each selected household accesses</p>
----------------------------	--

	at least one welfare/ entitlement scheme.
Implementing Partner of UNDP	UNDP
Brief Description of the Required Services	<ul style="list-style-type: none"> <li>• Submission of the inception report with details on current context, gaps and opportunities, implementation plan, training details and timeline.</li> <li>• Well Designed and formatted digital Compendium of relevant government schemes/programs in English and Gujarati.</li> <li>• Submission of village mapping report on existing public services, infrastructure, and resources.</li> <li>• Identification and training of 30 community cadre/VLEs. Data of the cadre should be submitted in MS Excel.</li> <li>• At least 50 creatives should be submitted either with the compendium or during the training and information sharing.</li> <li>• Submission of data of atleast 6500 applications filled from the mobilized households for accessing benefits. The hard copies of these forms should be reviewed monthly by UNDP Project Officer (Social Security and Convergence) in Jamnagar.</li> <li>• Final data of mapped and linked to schemes 5000 beneficiaries and vulnerable households in MS Excel format/UNDP MIS.</li> <li>• Submission of detailed report on awareness and information sharing sessions.</li> <li>• Data and supporting documents on each household who have been linked with government program in MS Excel/UNDP MIS.</li> <li>• Submission of report on stakeholders' consultations and minutes of the meetings with stakeholders.</li> <li>• Submission of final report and a case studies compendium with atleast 60 professional photographs.</li> </ul>
List and Description of Expected Outputs to be Delivered	<p><b>1. Preparatory Planning, Research and Continuous Analysis</b></p> <ul style="list-style-type: none"> <li>• The Service Provider must leverage its existing knowledge, experience, secondary data, and network to analyze the current levels of information and access to government schemes/programs in Jamnagar and Devbhumi Dwarka districts while mapping the Gujarat state and central schemes. The scoping study report prepared by UNDP should be used as a base for further analyses and design program activities.</li> <li>• Develop a roll out strategy and detailed implementation plan including deployment of field staff, operations, and other procedures on conducting training of the community cadre, awareness camps, convergence with line departments and training material/curriculum with key milestones.</li> <li>• Shortlisting of relevant social entitlement measures and Preparation of Digital Compendium and awareness tools: This should include 40-50 schemes (not limited to). These schemes/programs should be shortlisted basis current central and state government priorities, budgets, targets, unutilized funds, socio- economic profile of the</li> </ul>

target groups and their needs on the ground. This compendium should also cater to diverse groups i.e. farmers, women, SCs, STs, minorities, BPL, micro businesses etc. The schemes once short-listed, should also be updated on a quarterly basis. To create awareness amongst the target group, appropriate awareness tools such as digital posters/ creatives, social media messages, printed posters, small animation videos etc. should be prepared. It is expected that 30-40 customized creatives along with animation videos would be developed for awareness and training purposes.

**Deliverable 1:** Inception report including analysis, roll out strategy, detailed implementation plan, training details and timeline.

**Deliverable 2:** Well Designed and formatted digital Compendium of relevant government schemes/programs in English and Gujarati. The Service Provider should budget for pamphlets and self-learning material printing for the target households.

## **2. Villages and beneficiaries/households mapping**

- Identify and Mobilize 7000 households through campaigns, village level sessions, door to door interactions etc. Mobilization should primarily focus on 15 villages from Khambaliya and Lalpur block of Devbhumi Dwarka and Jamnagar districts and cater to other villages in the two districts, if needed.
- Vulnerability mapping should be carried out from mobilized 7000 households. Minority, SC, STs, landless workers, differently abled persons, tribal, widows, orphans, old aged, Antyodaya, COVID-19 impacted households and other such groups should be mapped and given priority for access to social entitlements.
- Village mapping should be conducted for each of the fifteen villages. It should include availability of public services, public infrastructure, access to common resources particularly for vulnerable groups, access to digital and financial services, availability of collectives/CBOs/Cooperatives etc.

**Deliverable 3:** Data of mapped 7000 HHs and vulnerable households to be submitted in MS Excel/UNDP MIS.

**Deliverable 4:** A detailed report/checklist on each of the villages with existing public services infrastructure and resources.

## **3. Identify and train community cadre**

UNDP's experience in strengthening convergence and social security suggests that a multidimensional approach is needed to mobilise and spread awareness amongst beneficiaries. In the past, UNDP projects have used a grassroot approach blended with technology and multimedia support. Community cadre or Village Level Entrepreneurs have helped in better handholding support to the

	<p>beneficiaries.</p> <ul style="list-style-type: none"> <li>• Identification of 30 Community cadres/Village Level Entrepreneurs. The cadre should be selected basis certain criteria like minimum education qualification, diversity, communication, motivation, flexibility, and local knowledge. (The final selection criteria of the cadre should be decided in consultation with UNDP).</li> <li>• Village Level Entrepreneurs should be trained by the Service Provider using a set curriculum. There should be at least one cadre representing each of the 15 villages. The key role of the cadre will be to facilitate linkages and awareness of government schemes with beneficiaries and act as a kiosk. Working in partnership with the Service Provider and local government - youth of the community who are above 18 years of age will be trained for social advocacy on the ground to help the communities in taking precautionary measures, respect for social distance, personal hygiene and raise awareness and access among them about their entitlements.</li> <li>• <i>The cadre will be paid a monthly stipend (approx. 6000/month) and the same should be budgeted in the financial proposal.</i></li> </ul> <p><b><u>Deliverable 5:</u></b> Identification and training of 30 community cadre. Data of the cadre should be submitted in MS Excel.</p> <p><b>4. Conduct Awareness sessions and ensure access to social entitlements and government schemes</b></p> <ul style="list-style-type: none"> <li>• The mobilized households should be given information on various government schemes and eligibility through some creative measures like group sessions, meetings at SHG level, street plays, posters, radio bytes, videos, WhatsApp messages etc.</li> <li>• Awareness camps should be conducted in coordination and cooperation with district level officials, block officers and panchayat.</li> <li>• At least 6500 households/individuals informed on various government schemes should have atleast one application filled for accessing benefits/government programs. These entitlements should include DBTs, access to ration cards, PDS, labor cards, credit linkages, access to government training and education facilities etc.</li> <li>• Resources should be deployed for both physical and digital training/sessions delivery.</li> </ul> <p><b><u>Deliverable 6:</u></b> Submission of detailed report on awareness and information sharing sessions with 7000 households including details on training batches.</p> <p><b><u>Deliverable 7:</u></b> Atleast 6500 applications should be filled from the mobilised households for accessing benefits. The hard copies of these forms should be reviewed monthly by UNDP Project Officer (Social Security and</p>
--	---

	<p>Convergence) in Jamnagar.</p> <p><b><u>Deliverables 8:</u></b> Actual linkages to government schemes should be atleast 5000 applicants.</p> <p><b><u>Deliverable 9:</u></b> Data and supporting documents on each of the 5000 household who have been linked with government program in MS Excel/UNDP MIS.</p> <p><b>5. Stakeholders engagement &amp; eco-system strengthening</b></p> <ul style="list-style-type: none"> <li>• The Service Provider in consultation with UNDP team in Jamnagar - Gujarat, is expected to pro-actively engage with the key stakeholders particularly at district, block, and panchayat level. These stakeholders should include district department heads, block level officer, sarpanch, local elected members, Gram Sevak, NSS volunteers, local NGOs etc.</li> <li>• The Service Provider is expected to attend meetings like Gram Sabhas, BLBC Meetings at block etc. concerning access to government schemes.</li> <li>• In case of potential third COVID-19 wave, the Service Provider is expected to closely support UNDP Team in spreading information on COVID care, vaccination, capacity building of PRI institutions and ensuring delivery of entitlements to the vulnerable groups.</li> </ul> <p><b><u>Deliverable 10:</u></b> Report on stakeholders' consultations along with of Minutes of the Meetings.</p> <p><b>6. Knowledge Products and MIS</b></p> <ul style="list-style-type: none"> <li>• Schemes compendium, training material, creatives used</li> <li>• Monthly, quarterly, and final reports to be shared with UNDP</li> <li>• Monthly data in MIS/format decided with UNDP</li> <li>• Photographs of good quality and case studies (every month 5 HD photos and two case study/story to be submitted during the project implementation period)</li> </ul> <p><b><u>Deliverable 11:</u></b> Documents, reports and proof should be submitted against all the above. Final report and a case studies compendium (professionally designed) should be submitted with the final invoice. The Service Provider should make sure to share data on a regular basis as per UNDP M&amp;E mandates and MIS.</p>
Person to Supervise the Work/ Performance of the Service Provider	The Service Provider will report to the State Project Officer, Gujarat.

Frequency of Reporting	15 days (fortnightly) and/or as aligned with Deliverables
Progress Reporting Requirements	Electronic Reports
Location of work	Jamnagar and Devbhumi Dwarka, Gujarat
Expected duration of work	August 2021 to December 2022 (Extendable)
Target start date	August 8, 2021
Latest completion date	December 22, 2022
Travels Expected	Travel as per the requirement of ToR.
Special Security Requirements	<input checked="" type="checkbox"/> Others [Not Applicable]
Facilities to be provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Others [Not Applicable]
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> Indian Rupees (INR)
GST on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of GST, which will be paid extra as applicable.
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days. In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposer shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not Permitted.
Payment Terms	Refer Annexure-II, Terms of Reference



Person(s) to review/inspect/ approve outputs/ completed services and authorize the disbursement of payment	State Project Head under supervision on Team Lead, Inclusive Growth.
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services
Criteria for Contract Award	<input checked="" type="checkbox"/> Compliance on Preliminary Examination of Proposals <input checked="" type="checkbox"/> Compliance on Essential Eligibility/Qualification requirements <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution). Minimum score to pass in technical evaluation is 70%. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of the services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for Preliminary Examination of Proposals	<ul style="list-style-type: none"> <li>• Technical proposal is submitted separately from Financial Proposal</li> <li>• Financial proposal must be password protected. If not, proposal will get rejected.</li> <li>• Latest Certificate of Registration of Business submitted</li> <li>• Is the Offeror, or any of its joint venture member, included in UN Security Council 1267 List and List of Suspended and Removed Vendors</li> </ul>
Criteria for Essential Eligibility/Qualification	<ul style="list-style-type: none"> <li>• At least five years of experience and footprint in working on social protection/government programs and working with government line departments.</li> <li>• Should have mapped and worked with 20,000 households in any two states on providing information and access to social entitlements and government programs.</li> </ul> <p><b><u>Notes:</u></b></p> <ol style="list-style-type: none"> <li>1. If no proposal meets the criteria, UNDP reserves the right not to reward the tender to any of the applicants. The convincing business case is a necessary condition.</li> <li>2. If bidders do not meet any of the above listed criteria, their proposals will not be considered for further evaluation.</li> <li>3. Bidders meeting above listed criteria are required to submit evidences (details / documents) in support – otherwise proposal may be disqualified.</li> </ol>
Criteria for the Assessment of Proposal	<p><b><u>Technical Proposal (70%)</u></b></p> <ul style="list-style-type: none"> <li>• Organization introduction, relevant experience as per the scope of work- 30%</li> <li>• Methodology and proposed Work plan (all program activities with timelines and implementation strategy, COVID related preparation,</li> </ul>

	<p>use of technology, other details as mentioned in scope of work) – 20%</p> <ul style="list-style-type: none"> <li>• Qualification and experience of Team Leader and other key personnel as specified in the ToR. – 20%</li> </ul> <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One or more agencies for the geographies as stated in Annexure 2.
Deadline of Bid Submission	<p>Date and Time: As specified in the system (note that time zone indicated in the system is New York Time zone).</p> <p><b><u>PLEASE NOTE:-</u></b></p> <ol style="list-style-type: none"> <li>1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system.</li> <li>2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</li> </ol>
Conditions and Procedures for electronic submission and opening, if allowed	<p><input checked="" type="checkbox"/> One file, containing Technical proposal (including CVs, registration certificate and all supporting documents).</p> <p><input checked="" type="checkbox"/> One file, containing Financial Proposal (password encrypted). Password <u>must</u> not be provided to UNDP until it is formally requested by UNDP focal point.</p> <p><b>Note:</b> We prefer submitting pdf version of files. If one file is too bulky, may split into 4-5 files.</p>
Contact Person for Inquiries (Written inquiries only)	<p>Ranjan Sinha, Procurement Unit  <a href="mailto:ranjan.sinha@undp.org">ranjan.sinha@undp.org</a></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Who can apply	<p>Proposals are invited from the institutions/organizations only.          Proposal submitted by Individuals will not be accepted.</p>

**Terms of Reference****Title: Enhancing Access to Social Entitlement**

**Objective:** Improve awareness and access to social security schemes and entitlements.

**Location:** Devbhumi Dwarka and Jamnagar, Gujarat

**Duration:** August 2021 – December 2022

**Background**

Social protection has gained significant traction around the world. A wide body of evidence in the past few decades strongly suggests that social protection programmes can be effective tools to reduce poverty and inequality, increase human capital and protect the most marginalised communities. The combination of this growing evidence base, and growing political will, has stimulated an appetite for implementing social protection programmes in virtually every country around the world. UNDP has been a key player in assisting governments in developing countries in designing and implementing social protection programmes and projects.

As the world copes with the current COVID crisis the national priorities vis-à-vis the Sustainable Development Goals (SDGs), there is an unprecedented opportunity to position social protection not only as a specific target (Target 1.3), and as a feature in Goals 3, 5 and 10, but as a critical tool to simultaneously achieve progress in many fundamentally interlinked Goals and Targets. In addition, social protection is one of the pillars of decent work and is therefore featured in Goal 8.

In India too, there is an urgent need to promote inclusive social protection. Inclusive social protection emphasizes the need to reach everyone that needs to be reached, addressing deprivation in all areas that matter for well-being, beyond income poverty. There are a whole range of government schemes that have been announced by government/s in last two decades which covers a wide range of issues and disadvantaged population. However, the overall access and awareness to government schemes often stays low. It happens due to variety of reasons such as low digital access, lack of awareness, sometimes limited human resources with the government, long application processes and multiple visits to the government departments etc. have mostly discouraged individuals from accessing their entitlements.

In a recent scoping study conducted by UNDP in Jamnagar and Dwarka it was found that the villages have low awareness levels and lack of facilitation support to access social security schemes. On livelihoods related schemes, only 25% of the respondents had heard of two schemes – i.e. Mudra loan and Pradhan Mantri Kaushal Vikas Yojana (PMKVY). None of the respondents were aware about Rashtriya Krishi Vikas Yojana (RKVY - RAFTAAR)<sup>1</sup>, ASPIRE<sup>2</sup>, Advance Vocation Training Scheme etc. Similarly, none of the respondents who either started a business or wish to start one have availed or know of any government schemes that supports entrepreneurs. This is largely due to lack of facilitation support in terms of processes and compliance. In Lalpur block of Jamnagar in the financial year 2014-15 only 230 households were provided work out of 7222 households eligible for work under MGNREGA. Under Building and Other Construction Workers Act in the entire state of Gujarat 2.52 lakhs workers were registered in 2016-17. According to one of the reports by CAG in 2014 Gujarat had only registered 6% of 12 lakhs workers which deprived an already marginalised section to access benefits of eight welfare schemes.<sup>3</sup> This situation has been grim since COVID and nationwide lockdown

<sup>1</sup> Remunerative Approaches for Agriculture and Allied Sector Rejuvenation

<sup>2</sup> A Scheme for Promotion of Innovation, Rural Industries and Entrepreneurship

<sup>3</sup> [https://cag.gov.in/uploads/download\\_audit\\_report/2014/Gujarat\\_Report\\_2\\_2014.pdf](https://cag.gov.in/uploads/download_audit_report/2014/Gujarat_Report_2_2014.pdf)

and increased burden on government machineries. However, it is widely realised across board that strengthening social security is even more important agenda in the post COVID world.

### About the Project

For the past five years, United Nations Development Programme (UNDP) has worked together with partners in government, the private sector and civil society to test innovative approaches to support youth in employability, 21<sup>st</sup> century skills and employment support.

Continuing its mission on strengthening livelihoods and entrepreneurship for marginalised communities, UNDP will implement a four-year long program in Jamnagar and Dwarka districts in Gujarat. The objective of **‘integrated livelihoods and entrepreneurship development program’** is to enhance income of 10,000 households through increased access to livelihoods opportunities and social protection. The program is designed to have a sustainable impact on young people, farmers, and potential micro enterprises through overall improvement in Service Provider, awareness, and income levels.

The key areas of program intervention include promoting entrepreneurship, enhancing access to employment, facilitating collectivization and market access for farmers, and leveraging government schemes and enabling access to entitlements. The overall aim of this project is to develop the potential of the rural and semi urban communities and provide them with the opportunity to enhance their livelihoods and income. The project will also directly support establishment of one incubation facility at a strategic location to cater to all project villages.

Under the project component ‘leveraging government schemes and enabling access to entitlements’ UNDP team will use its existing experience of improving access and awareness to government schemes for marginalised communities, aspiring entrepreneurs, farmers, youth and women. UNDP team through a cadre of local community persons/Village Level Entrepreneurs (VLEs), will support poor and vulnerable households, in the proposed project areas, who are either unaware or unable to access existing relevant welfare and entitlement schemes. These community persons defined as Village Level Entrepreneurs for this component can also be selected from amongst community cadres already selected under previous three components for strengthening their revenue model. The project interventions would facilitate access to much needed credit/finance to support and expand existing livelihoods and fund new enterprises. This will be done in convergence with the local government departments.

UNDP will target a combination of social entitlements, welfare schemes and credit linkages or livelihoods related available funds, such as National Social Assistance Program (NSAP), BOCW, PDS, MSME schemes, Pradhan Mantri Jan Dhan Yojana, Sukanya Samridhi Yojana, Rashtriya Swasthya Bima Yojana, Pradhan Mantri Mudra Yojana etc. The final list of schemes will be prepared basis the relevance to project beneficiaries and districts. These will be included in a compendium to be used for training and dissemination. The project will ensure that each selected household accesses at least one welfare/ entitlement scheme.

### Objectives

Within the framework of the mentioned project, UNDP intends to engage the services of a reputed and experienced service provider with a focus on the following objectives:

- Improve access to information and awareness on various government programs, application processes, eligibility, and other such details to beneficiaries.
- Ensure access to social entitlements and benefits to beneficiaries after registration.
- Strengthening convergence with government bodies.

## Scope of Work

The Service Provider will be required to work in close coordination with the UNDP team in Delhi and Gujarat as well as with other technical partners under the project.

The following activities are expected to be carried out by the technical Service Provider:

### Preparatory Planning, Research and Continuous Analysis

- The Service Provider must leverage its existing knowledge, experience, secondary data, and network to analyze the current levels of information and access to government schemes/programs in Jamnagar and Devbhumi Dwarka districts while mapping the Gujarat state and central schemes. The scoping study report prepared by UNDP should be used as a base for further analyses and design program activities.
- Develop a roll out strategy and detailed implementation plan including deployment of field staff, operations, and other procedures on conducting training of the community cadre, awareness camps, convergence with line departments and training material/curriculum with key milestones.
- Shortlisting of relevant social entitlement measures and Preparation of Digital Compendium and awareness tools: This should include 40-50 schemes (not limited to). These schemes/programs should be shortlisted basis current central and state government priorities, budgets, targets, unutilized funds, socio- economic profile of the target groups and their needs on the ground. This compendium should also cater to diverse groups i.e. farmers, women, SCs, STs, minorities, BPL, micro businesses etc. The schemes once shortlisted, should also be updated on a quarterly basis. To create awareness amongst the target group, appropriate awareness tools such as digital posters/ creatives, social media messages, printed posters, small animation videos etc. should be prepared. It is expected that 30-40 customized creatives along with animation videos would be developed for awareness and training purposes.

Deliverable 1: Inception report including analysis, roll out strategy, detailed implementation plan, training details and timeline.

Deliverable 2: Well Designed and formatted digital Compendium of relevant government schemes/programs in English and Gujarati. The Service Provider should budget for pamphlets and self-learning material printing for the target households.

### Villages and beneficiaries/households mapping

- Identify and Mobilize 7000 households through campaigns, village level sessions, door to door interactions etc. Mobilization should primarily focus on 15 villages from Khambaliya and Lalpur block of Devbhumi Dwarka and Jamnagar districts and cater to other villages in the two districts, if needed.
- Vulnerability mapping should be carried out from mobilized 7000 households. Minority, SC, STs, landless workers, differently abled persons, tribal, widows, orphans, old aged, Antyodaya, COVID-19 impacted households and other such groups should be mapped and given priority for access to social entitlements.
- Village mapping should be conducted for each of the fifteen villages. It should include availability of public services, public infrastructure, access to common resources particularly for vulnerable groups, access to digital and financial services, availability of collectives/CBOs/Cooperatives etc.

Deliverable 3: Data of mapped 7000 HHs and vulnerable households to be submitted in MS Excel/UNDP MIS.

Deliverable 4: A detailed report/checklist on each of the villages with existing public services infrastructure and resources.

### **Identify and train community cadre**

UNDP's experience in strengthening convergence and social security suggests that a multidimensional approach is needed to mobilise and spread awareness amongst beneficiaries. In the past, UNDP projects have used a grassroots approach blended with technology and multimedia support. Community cadre or Village Level Entrepreneurs have helped in better handholding support to the beneficiaries.

- Identification of 30 Community cadres/Village Level Entrepreneurs. The cadre should be selected basis certain criteria like minimum education qualification, diversity, communication, motivation, flexibility, and local knowledge. (The final selection criteria of the cadre should be decided in consultation with UNDP).
- Village Level Entrepreneurs should be trained by the Service Provider using a set curriculum. There should be at least one cadre representing each of the 15 villages. The key role of the cadre will be to facilitate linkages and awareness of government schemes with beneficiaries and act as a kiosk. Working in partnership with the Service Provider and local government - youth of the community who are above 18 years of age will be trained for social advocacy on the ground to help the communities in taking precautionary measures, respect for social distance, personal hygiene and raise awareness and access among them about their entitlements.
- *The cadre will be paid a monthly stipend (approx. 6000/month) and the same should be budgeted in the financial proposal.*

Deliverable 5: Identification and training of 30 community cadre. Data of the cadre should be submitted in MS Excel.

### **4. Conduct Awareness sessions and ensure access to social entitlements and government schemes**

- The mobilized households should be given information on various government schemes and eligibility through some creative measures like group sessions, meetings at SHG level, street plays, posters, radio bytes, videos, WhatsApp messages etc.
- Awareness camps should be conducted in coordination and cooperation with district level officials, block officers and panchayat.
- At least 6500 households/individuals informed on various government schemes should have atleast one application filled for accessing benefits/government programs. These entitlements should include DBTs, access to ration cards, PDS, labor cards, credit linkages, access to government training and education facilities etc.
- Resources should be deployed for both physical and digital training/sessions delivery.

Deliverable 6: Submission of detailed report on awareness and information sharing sessions with 7000 households including details on training batches.

Deliverable 7: Atleast 6500 applications should be filled from the mobilised households for accessing benefits. The hard copies of these forms should be reviewed monthly by UNDP Project Officer (Social Security and Convergence) in Jamnagar.

Deliverables 8: Actual linkages to government schemes should be atleast 5000 applicants.\_

Deliverable 9: Data and supporting documents on each of the 5000 household who have been linked with government program in MS Excel/UNDP MIS.

## 5. Stakeholders engagement & eco-system strengthening

- The Service Provider in consultation with UNDP team in Jamnagar - Gujarat, is expected to pro-actively engage with the key stakeholders particularly at district, block, and panchayat level. These stakeholders should include district department heads, block level officer, sarpanch, local elected members, Gram Sevak, NSS volunteers, local NGOs etc.
- The Service Provider is expected to attend meetings like Gram Sabhas, BLBC Meetings at block etc. concerning access to government schemes.
- In case of potential third COVID-19 wave, the Service Provider is expected to closely support UNDP Team in spreading information on COVID care, vaccination, capacity building of PRI institutions and ensuring delivery of entitlements to the vulnerable groups.

Deliverable 10: Report on stakeholders' consultations along with of Minutes of the Meetings.

## 6. Knowledge Products and MIS

- Schemes compendium, training material, creatives used
- Monthly, quarterly, and final reports to be shared with UNDP
- Monthly data in MIS/format decided with UNDP
- Photographs of good quality and case studies (every month 5 HD photos and two case study/story to be submitted during the project implementation period)

Deliverable 11: Documents, reports and proof should be submitted against all the above. Final report and a case studies compendium (professionally designed) should be submitted with the final invoice. The Service Provider should make sure to share data on a regular basis as per UNDP M&E mandates and MIS.

## Project location

The project will focus on 15 villages from Khambaliya and Lalpur blocks of Devbhumi Dwarka and Jamnagar districts cater to other villages in the two districts as the need maybe.

## Key Deliverables

- Submission of the inception report with details on current context, gaps and opportunities, implementation plan, training details and timeline.
- Well Designed and formatted digital Compendium of relevant government schemes/programs in English and Gujarati.
- Submission of village mapping report on existing public services, infrastructure, and resources.
- Identification and training of 30 community cadre/VLEs. Data of the cadre should be submitted in MS Excel.
- At least 50 creatives should be submitted either with the compendium or during the training and information sharing.
- Submission of data of atleast 6500 applications filled from the mobilized households for accessing benefits. The hard copies of these forms should be reviewed monthly by UNDP Project Officer (Social Security and Convergence) in Jamnagar.
- Final data of mapped and linked to schemes 5000 beneficiaries and vulnerable households in MS Excel format/UNDP MIS.
- Submission of detailed report on awareness and information sharing sessions.
- Data and supporting documents on each household who have been linked with government program in MS Excel/UNDP MIS.
- Submission of report on stakeholders' consultations and minutes of the meetings with stakeholders.
- Submission of final report and a case studies compendium with atleast 60 professional photographs.

## Reporting

The Service Provider will work under the direct supervision of State Project Officer (Gujarat) with overall guidance of Project Officer, New Delhi, UNDP.

## Duration of the assignment

To be completed by 22<sup>nd</sup> December 2022 (specific project deadlines will be decided once Service Provider is onboarded)

## Payment Terms

S.no	Deliverables	Percentage of payment to be released
1.	Concept Note with detailed implementation plan, curriculum, schemes compendium, customised training material to be used for training along with project team posting and schedules on awareness camps with timelines.	10%
2.	Beneficiaries and vulnerable households mapping with village mapping. Completion of identification and training of cadre and mobilisation and awareness session of 3500 beneficiaries/households along with filling forms of 2500 beneficiaries. This should be supported with valid data, detailed report, case studies, high resolution pictures and testimonials.	40%
3.	Completion of awareness of atleast 6500 beneficiaries/households, filling forms of total 6500 and ensure access to entitlement of all 5000 beneficiaries. This should be supported with valid data, detailed report, case studies, high resolution pictures and testimonials.	40%
4.	Acceptance and submission of final report and comprehensive final data in MS Excel/UNDP MIS on project and its completion.	10%

## Expected Areas of Expertise

The following areas of expertise are deemed necessary:

- At least five years of experience and footprint in working on social protection/government programs and working with government line departments.
- Should have mapped and worked with 20000 households in two states on providing information and access to social entitlements and government programs.
- Service Provider with existing staff/visibility in Gujarat will be preferred.
- Service Provider with previous working relation with state government departments, international organizations would be a critical asset.

## Team Composition

The selected service provider will be responsible for the creation of an implementation team for timely achievement of program objectives. Following team composition is suggested to the Service Provider.



Team Member	Key Role	Work Experience
Team Leader (1)	Lead Social Protection & Convergence initiatives, engagement with institutions/stakeholders and responsible for key deliverables and as defined in scope of work	Postgraduate in management/social development/public policy and relevant field with 7+ years of experience in the program management, implementation of government etc.
Content Developer (1)	Development of Scheme compendium, designing of training modules, preparation of self-learning material and overall implementation design	Should have at least 5+ years of experience in content/curriculum design & development
Outreach Officers (3-5)	Conducting Orientation/Sensitization of Community Cadres and Village Level Entrepreneurs, Identification, Training & Handholding of Community Cadres and VLEs	Should have at least 3+ years of experience in community outreach programs, training of community cadres, experience in on ground implementation

### Intellectual Property

All materials as part of the project/assigned work to be submitted to UNDP. All copyright over the publicity material is with UNDP and the same may not be used, reproduced, or otherwise disseminated or authorized to others for use, reproduction, or dissemination of such works without prior consent from UNDP. UNDP may or may not acknowledge the Service provider's name for use of the materials on other projects.

### Submission of Proposals

#### Documents to be submitted by the Service Provider:

The Service Provider should submit a one-year proposal and budget for the current RFP. The Service Provider is required to submit a technical proposal and a financial proposal:

**Financial proposal** should include detailed project budget (activity-wise and month-wise). (30%).

#### Please note:

1. The training content/handbook/IEC developed/adapted under the project by the Service Provider will be submitted to UNDP and will be UNDP's intellectual property with both UNDP's and Service Provider's logos.
2. All the communication and branding materials will include UNDP logo and credits.

*If no proposal meets the criteria, UNDP reserves the right not to reward the tender to any of the applicants. The convincing business case is a necessary condition.*

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

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

---

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

**A. Qualifications of the Service Provider**

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;
- d) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

**B. Proposed Methodology for the Completion of Services**

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

---

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

The Service Provider must provide:

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

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

[Designation]

[Date]

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

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

S.no	Deliverables	Percentage of payment to be released
1.	Concept Note with detailed implementation plan, curriculum, schemes compendium, customised training material to be used for training along with project team posting and schedules on awareness camps with timelines.	10%
2.	Beneficiaries and vulnerable households mapping with village mapping. Completion of identification and training of cadre and mobilisation and awareness session of 3500 beneficiaries/households along with filling forms of 2500 beneficiaries. This should be supported with valid data, detailed report, case studies, high resolution pictures and testimonials.	40%
3.	Completion of awareness of atleast 6500 beneficiaries/households, filling forms of total 6500 and ensure access to entitlement of all 5000 beneficiaries. This should be supported with valid data, detailed report, case studies, high resolution pictures and testimonials.	40%
4.	Acceptance and submission of final report and comprehensive final data in MS Excel/UNDP MIS on project and its completion.	10%

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

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

Description of Activity	Remuneration per Unit of Time (in INR)	Total Period of Engagement (in days)	No. of Personnel	Total Amount (INR)
<b>I. Personnel Services*</b>				
1. Team Leader				
2. Team Member1				
3. Team Member2				
4. Team Member 3				
Other Key personnel				
<b>V. Out of Pocket Expenses</b>				
• Travel & Accommodation				
• Communications				
Others, if any.				
<b>Total</b>				<b>INR.....</b>

**\* Structure of the team is to be proposed by Proposer in accordance to their understanding of the ToR.**

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

## **GENERAL TERMS AND CONDITIONS FOR CONTRACTS**

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

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

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

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

## **2. OBLIGATIONS OF THE CONTRACTOR:**

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

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

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

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

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

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

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

purchase order is issued.

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

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

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

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

#### **4. PRICE AND PAYMENT:**

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

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

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

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

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

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

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

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

4.2.3 The Contractor shall submit original invoices or financial reports (as required by UNDP) for the Services provided in accordance with the schedule set forth in the Terms of Reference and

Schedule of Payments. Such invoices or financial reports shall indicate a deliverable or deliverables completed and the corresponding amount payable. They shall be submitted to the UNDP Contact Person, together with whatever supporting documentation of the actual costs incurred that is required in the Financial Proposal, or may be required by UNDP.

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

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

## **5. ADVANCE PAYMENT:**

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

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

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

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

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

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

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

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

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

8.1 The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the



implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

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

Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNDP's property in its custody as set forth above.

**9. ASSIGNMENT:** The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

**10. SUBCONTRACTING:** In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

**11. INDEMNIFICATION:** The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of worker's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

## **12. INSURANCE AND LIABILITY:**

12.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

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

12.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of Services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

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

12.4.1 Name UNDP as additional insured;

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

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

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

**13. ENCUMBRANCES AND LIENS:** The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNDP against any monies due to the Contractor or that may become due for any work done or against any goods supplied or materials furnished under the Contract, or by reason of any other claim or demand against the Contractor or UNDP.

**14. EQUIPMENT FURNISHED BY UNDP TO THE CONTRACTOR:** Title to any equipment and supplies that may be furnished by UNDP to the Contractor for the performance of any obligations under the Contract shall rest with UNDP, and any such equipment shall be returned to UNDP at the conclusion of the Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear, and the Contractor shall be liable to compensate UNDP for the actual costs of any loss of, damage to, or degradation of the equipment that is beyond normal wear and tear.

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

15.1 Except as is otherwise expressly provided in writing in the Contract, UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for UNDP.

15.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

15.3 At the request of UNDP, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to UNDP in compliance with the requirements of the applicable law and of the Contract.

15.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of UNDP, shall be made available for use or inspection by UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

**16. PUBLICITY, AND USE OF THE NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:** The Contractor shall not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or the United Nations, or any abbreviation of the name of UNDP or the United Nations in connection with its business or otherwise without the written permission of UNDP.

**17. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:** Information and data that is considered proprietary by either Party or that is delivered or disclosed by one Party (“Discloser”) to the other Party (“Recipient”) during the course of performance of the Contract, and that is designated as confidential (“Information”), shall be held in confidence by that Party and shall be handled as follows:

**17.1 The Recipient shall:**

17.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser’s Information as it uses with its own similar Information that it does not wish to disclose, publish or disseminate; and,

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

**17.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 17, the Recipient may disclose Information to:

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

17.2.2 the Recipient’s employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

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

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

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

**17.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give UNDP sufficient prior notice of a request for the disclosure of Information in order to allow UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

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

17.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

17.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain

effective following any termination of the Contract.

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

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

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

18.3 Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor. The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in areas in which UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas, or to any incidents of civil unrest occurring in such areas, shall not, in and of itself, constitute force majeure under the Contract.

## **19. TERMINATION:**

19.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days' notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 22.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

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

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

19.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the

Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform UNDP of the occurrence of any of the above events.

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

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

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

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

**22.1 AMICABLE SETTLEMENT:** The Parties shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of the Contract or the breach, termination, or invalidity thereof. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the Conciliation Rules then obtaining of the United Nations Commission on International Trade Law (“UNCITRAL”), or according to such other procedure as may be agreed between the Parties in writing.

**22.2 ARBITRATION:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 22.1, above, within sixty (60) days after receipt by one Party of the other Party’s written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 (“Interim measures”) and Article 34 (“Form and effect of the award”) of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate (“LIBOR”) then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

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

## **24. TAX EXEMPTION:**

24.1 Article II, Section 7, of the Convention on the Privileges and Immunities of the United Nations provides, inter alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the exemptions of UNDP from such taxes, restrictions, duties, or charges, the Contractor shall immediately consult with UNDP to determine a mutually acceptable procedure.

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

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

## **26. AUDITS AND INVESTIGATIONS:**

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

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

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

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

## **27. LIMITATION ON ACTIONS:**

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

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

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

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

**30. STANDARDS OF CONDUCT:** The Contractor warrants that it has not and shall not offer any direct or indirect benefit arising from or related to the performance of the Contract, or the award thereof, to any representative, official, employee or other agent of UNDP. The Contractor shall comply with all laws, ordinances, rules and regulations bearing upon the performance of its obligations under the Contract. In addition, in the performance of the Contract, the Contractor shall comply with the Standards of Conduct set forth in the Secretary General's Bulletin ST/SGB/2002/9 of 18 June 2002, entitled "Regulations Governing the Status, Basic Rights and Duties of Officials other than Secretariat Officials, and Expert on Mission" and ST/SGB/2006/15 of 26 December 2006 on "Post-employment restrictions", and shall also comply with and be subject to the requirements of the following:

30.1 The UN Supplier Code of Conduct;

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

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

30.4 UNDP Vendor Sanctions Policy; and

30.5 All security directives issued by UNDP.

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

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

**32. CHILD LABOR:** The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiary or affiliated entities (if any) is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

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

**34. SEXUAL EXPLOITATION:**

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

34.2 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by its employees or any other persons engaged and controlled by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all reasonable and appropriate measures to prohibit its employees or other persons engaged and controlled by it from exchanging any money, goods, services, or other things of value, for sexual favors or activities, or from engaging any sexual activities that are exploitive or degrading to any person.

34.3 UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

**35. ANTI-TERRORISM:** The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under the Contract is used to provide support to individuals or entities associated with terrorism and that recipients of any amounts provided by UNDP hereunder do not appear



on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via [https://www.un.org/sc/suborg/en/sanctions/1267/aq\\_sanctions\\_list](https://www.un.org/sc/suborg/en/sanctions/1267/aq_sanctions_list) . This provision must be included in all sub-contracts or sub-agreements entered into under the Contract.