

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE



Date: 18th May 2022
Ref: UNDP-IC-2022-180

Country: Pakistan

Description of the assignment: Individual Contract: ***National Consultant "Individual Contractor (IC) as Policy Expert for Support to prime minister's delivery unit***

Project name: **Reform and Innovation in Govt. for High Performance**

Period of assignment/services (if applicable): LOE is 70 days spanned over 7 months.

Important Note: Final selected IC will be required to provide a statement of health certificate along with proof of health insurance.

Duty Station: The Contractor's duty station for the contract duration is Islamabad.

Please submit your Technical and Financial proposals **via email** to the following address: bids.pk@undp.org no later than **02-June-2022 at 12:30 PM (Pakistan Standard Time)**. Hand Delivery is not acceptable.

Important note for email submissions: Please put "UNDP-IC-2022-180

National Consultant "Individual Contractor (IC) as Policy Expert for Support to prime minister's delivery unit in the subject line. Further, our system will not accept emails those are more than 30 MB size. If required, segregate your emails to accommodate email data restrictions. For segregated emails please use sequence of emails like Email 1, Email 2 in the subject line. For attachment purposes please only use MS Word, Excel, Power Point or PDF formats.

If you request additional information, please write to pakistan.procurement.info@undp.org The team will provide necessary information within due date. However, any delay in providing such information will not be considered a reason for extending the submission date of your proposal. All/any query regarding the submission of the proposal may be sent prior to the deadline at the e-mail/address mentioned above.

A. Project Description:

. The Government of Pakistan recognizes institutional reform and modernization of the public sector as one of the seven pillars of a broader development and growth framework. To actualize this vision, the Ministry of Planning, Development & Special Initiatives (MoPDSI) is working for enhancing efficiency, effectiveness, transparency and accountability of the public-sector through institutional change and robust performance management. In order to support the government in this task, UNDP has signed a project with MoPDSI titled "Reforms and Innovation in Government for High Performance" (referred to as 'the Project in this document).

The Project is supporting the Federal government in undertaking various governance reforms and innovative measures for improving performance and service delivery, enhancing citizens' satisfaction. This includes organizational assessments of federal entities, entailing systematic reviews of organizational processes, systems and structures, to guide the development of action plans for improving their performance in terms of governance and service delivery. The Project is also actively engaged with the Prime Minister Office (PMO), in multiple initiatives and interventions designed to improve the performance of civil service and public administration.

Prime Minister's Delivery Unit (PMDU) is a specialized unit housed in the PM Office since 2018 with an aim to promote citizen centric and participatory governance. To achieve the purpose, the Unit pioneered a nationwide ICT based complaints and grievance management system called Pakistan Citizen Portal (PCP) that provides a centralized connectivity platform to all the citizens of Pakistan irrespective of their gender, creed, color, religion or any other basis of discrimination. Apart from lodging complaints, people may also seek guidance about processes involved in availing services or put forward suggestions to improve the existing service delivery system. In each situation, cases are directly routed to the key decision makers for necessary action in the concerned government departments. The remote accessibility feature of PCP i.e. mobile-based, web-based and manual has proven to be much helpful for the overseas Pakistanis, specially-abled people, women, senior citizens, transgenders, minorities, foreigners and marginalized people of Pakistan.

The Unit is also working to establish and promote a culture of quantified performance management in service delivery organizations and make them accountable to respective government/competent authorities against their mandated roles and responsibilities. Furthermore, the Unit facilitates both the Federal and Provincial governments in identification of gaps in their policy regimes pertinent to the service delivery systems. Based on complaints and suggestions, the Unit submits the recommendations to the PM for approval and its implementation through respective authorities.

The overall vision for PCP is to improve government accountability to its citizens and to encourage a culture of performance within the government. Following over three years of its operation, Pakistan Citizen Portal has been able to win continued ownership from the Prime Minister's office. PCP has also been successful in establishing an effective set of standard operating procedures, which guide and streamline its working relationship with all stakeholder departments and organizations at various levels of government. In the recent past, PCP has also made efforts to boost its capacity to be able to analyse complaint data more effectively to identify policy lessons leading to developing systemic solutions to service delivery problems. A number of policy and procedural reforms and improvements have already been suggested by PCP through PMDU on the basis of some preliminary analysis of the wealth of data available with PCP. However, there is abundant realization that a lot of rigorous analytical and follow up work will be needed to benefit from PCP database for finding lasting governance solutions to most frequent service delivery problems faced by common citizens.

This assignment seeks the services of a policy expert consultant to conceive, design and roll-out requisite administrative, management and policy/legal reforms and corrective actions, based on rigorous analysis of complaint data. Since there are clear areas and sectors within federal and provincial governments, where bulk of complaints are originating from, it is important that the policy expert is associated to understand the root cause of recurrent service delivery problems which are leading to citizen hardship. Once these root causes are explored and understood, public policy experts will suggest remedial actions, based on their expertise as well as through consultation with departmental counterparts.

B. Scope of Work

The tasks to be completed by the consultant under the specific objectives include but are not restricted to the following:

- Engage in consultations with key officers and officials of PMDU to help implement the requisite reforms in accordance with the prior roadmap and methodology developed with the support of UNDP
- Propose remedial actions and preliminary policy recommendations on logical and evidence-based legal, policy, management and administrative solutions for major complaint areas.
- Develop policy briefs and recommendations for reforms in complaint handling and grievance redressal mechanisms across all levels of government.

C. Expected Outputs and Deliverables

Outputs	Deliverables	Target Due Dates	Review & Approval
Consultations with key stakeholders of PMDU and desk review of the PCP system and data	BPR plan proposing a redesign of business processes to achieve improvements in PCP system and operations	1 st June to 30 th June 2022	Reviewed and approved by the National Project Manager, Reforms and Innovation in Govt. for High Performance
Review of Public feedback systems and good practices in targeted federal government departments	Policy briefs on reforms in complaint handling and grievance redressal mechanisms across all levels of targeted federal government departments	1 st July to 31 st July 2022	
Review of complaint data, laws, policies, regulations and procedures of higher	Preliminary recommendations based on complaints about	1 st August to 31 st August 2022	

education department and other related government departments	Higher Education and Cyber Crime departments for major complaint areas identified through data analysis		
Consultations with PMDU stakeholders and UNDP and desk review of existing M&E systems	Monitoring and Evaluation Matrix for the PMDU for implementation of prior recommendations	1 st September to 30 th September 2022	
Review of complaint data, laws, policies, regulations and procedures of targeted provincial government departments	Recommendations for major complaint areas related to provincial governments	1st October to 31st October 2022	
Impact evaluation of reforms on PCP	Assessment report of implemented reforms and their impact on the efficiency and effectiveness of the PCP system	1st November to 30 th November 2022	
Impact evaluation of reforms on targeted federal and provincial departments	Assessment report of the implemented reforms on the number of complaints, satisfaction of complainants and time taken to resolve complaints, across the targeted federal and provincial departments	1st December to 31 st December 2022	

D. Scope of Price Proposal and Schedule of Payments

Payment terms for the Contractor are as under:

- i) The amount of contract is fixed regardless of changes in the cost components.
- ii) Payment will be paid upon receipt of deliverables as under:

Deliverable	Description	Payment Percentage
1	BPR plan proposing a redesign of business processes to achieve improvements in PCP system and operations	14.2%
2	Policy briefs on reforms in complaint handling and grievance redressal mechanisms across all levels of federal government	14.2%
3	Preliminary recommendations based on complaints about Higher Education and Cyber Crime departments for major complaint areas identified through data analysis	14.2%
4	Monitoring and Evaluation Matrix for the PMDU for implementation of prior recommendations	14.2%
5	Recommendations for major complaint areas related to provincial governments	14.2%
6	Assessment of implemented reforms and their impact on the efficiency and effectiveness of the PCP system	14.2%
7	Impact evaluation of the implemented reforms on the number of complaints, satisfaction of complainants and time taken to resolve complaints, across the targeted federal and provincial departments	14.8%

4. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Institutional Arrangement:

- a) The National Project Manager, Reform & Innovation in Government for High Performance, UNDP will directly supervise the Contractor, and he/she will be directly responsible to, reporting to, seeking approval/acceptance of output from the National Project Manager.
- b) The frequency of progress reporting is monthly, on a recommended format to be shared and instructed by National Project Manager including a presentation to UNDP/FCDO. Deliverable reports must be presented to focal points at UNDP.
- c) The Contractor is expected to liaise/interact/collaborate/meet with the relevant stakeholders of the Project.
- d) The Project will provide travel facilities to the Consultant if and when required.
- e) The Project will facilitate the consultant for approval of deliverables and disbursement of payments in a timely manner.

Required Qualifications

The contractor should possess the following criteria:

- a) Master/Ph.D. in Development Studies, Public Administration, Business Administration, social sciences, or other relevant fields.

- b) Experience in institutional, administrative and policy reforms including work within and support to government entities at the federal, provincial and/or local levels.
- c) At least 7 years of demonstrated experience in governance, planning, development, reforms, and technical support, in government entities
- d) At least 5 years of experience working with international organizations/UN agencies.
- a) Technical Proposal detailing methodology on how the assignment will be undertaken

5. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

- a) Duly accomplished **Letter of Confirmation of Interest and Availability** using the template provided by UNDP.
- b) **Personal CV or P11**, indicating all past experiences from similar projects, as well as the contact details (email and telephone number) and at least three (3) professional references.
- c) **Brief description** of why the individual considers him/herself as the most suitable for the assignment, and a methodology, if applicable, on how they will approach and complete the assignment. A methodology is recommended for intellectual services, but may be omitted for support services [Note: this is optional for support services].
- c) **Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided. If an Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the Offeror must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

6. EXPECTED PERIOD OF CONSULTANCY

Duration of the Work:

LOE is 70 days spanned over 7 months.

- b) Estimated time for UNDP to review outputs, give comments, certify approval/acceptance of outputs is 5 working days.

Duty Station

The Contractor's duty station for the contract duration is Islamabad.

Please note that incase of travel outside duty station, the travel cost shall be paid by UNDP on actual basis and may not be incorporated in the financial proposal.

7. FINANCIAL PROPOSAL

Lump sum contracts

- a) All proposals must be expressed on Per day basis (all inclusive) for the whole assignment stated above. Total contract value will be = Daily rate X total number of days worked
- b) Proposals must be in the local currency i.e. PKR
- c) **Provide evidence/proof of your consultancy rate as well.**
- d) **Please note that incase of travel outside duty station, the travel cost shall be paid by UNDP on actual basis and may not be incorporated in the financial proposal.**

8. EVALUATION

The Individual consultant(s) will be evaluated based on the following methodologies:
Cumulative analysis. The award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:

- a) Responsive/compliant/ acceptable, against the qualification criteria (YES/NO) mentioned below:
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.
 - Technical Criteria weight; [70%]
 - Financial Criteria weight; [30%]

The candidates who meet the requirements mentioned in Qualification criteria will be considered for technical evaluation. Only candidates obtaining a minimum of 70% (49 out of 70) points would be considered for the financial evaluation.

Criteria	Weight	Max points
Qualification Criteria		
Master/Ph.D. in Development Studies, Public Administration, Business Administration, social sciences or other relevant fields.	YES/NO	
Experience in institutional, administrative and policy reforms including work within and support to government entities at the federal, provincial and/or local levels	YES/NO	
Technical Competencies	70	
<u>At least 7 years of demonstrated experience in governance, planning, development, reforms, and technical support, in government entities.</u>	20	
<u>7 years of experience (10 Marks)</u>		
<u>8 to 12 years of experience (15 Marks)</u>		
<u>Above 12 years of experience (20 Marks)</u>		

At least 5 years of experience working with international organizations/UN agencies. 5 years of experience (15 Marks) Above 5 years of experience (20 Marks)	20	
Technical Proposal detailing methodology on how the assignment will be undertaken	30	
<u>Financial (Lower Offer/Offer*100)</u>	30	
<u>Total Score</u>	Technical score 70 + 30 Financial	

Note: UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.

ANNEX

ANNEX	I - TERMS OF REFERENCES (TOR)
ANNEXII-	INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS
ANNEX	III- PROPOSAL SUBMISSION FORM
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ANNEX	V- FINANCIAL PROPOSAL
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Your submission should also include Detail CV including assignments completed, years of experience and detailed TORs under each job.

TERMS OF REFERENCE
UNITED NATIONS DEVELOPMENT PROGRAMME (UNDP)
POLICY EXPERT FOR SUPPORT TO PRIME MINISTER'S DELIVERY UNIT
INDIVIDUAL CONTRACT (IC)

E. Project Title:

Reforms & Innovation in Government for High Performance

F. Project Description:

The Government of Pakistan recognizes institutional reform and modernization of the public sector as one of the seven pillars of a broader development and growth framework. To actualize this vision, the Ministry of Planning, Development & Special Initiatives (MoPDSI) is working for enhancing efficiency, effectiveness, transparency and accountability of the public-sector through institutional change and robust performance management. In order to support the government in this task, UNDP has signed a project with MoPDSI titled "Reforms and Innovation in Government for High Performance" (referred to as 'the Project in this document).

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encourage a culture of performance within the government. Following over three years of its operation, Pakistan Citizen Portal has been able to win continued ownership from the Prime Minister's office. PCP has also been successful in establishing an effective set of standard operating procedures, which guide and streamline its working relationship with all stakeholder departments and organizations at various levels of government. In the recent past, PCP has also made efforts to boost its capacity to be able to analyse complaint data more effectively to identify policy lessons leading to developing systemic solutions to service delivery problems. A number of policy and procedural reforms and improvements have already been suggested by PCP through PMDU on the basis of some preliminary analysis of the wealth of data available with PCP. However, there is abundant realization that a lot of rigorous analytical and follow up work will be needed to benefit from PCP database for finding lasting governance solutions to most frequent service delivery problems faced by common citizens.

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H. Expected Outputs and Deliverables

Sr #	Outputs	Deliverables	Timelines	Level of Effort	Review & Approval
1	Consultations with key stakeholders of PMDU and desk review of the PCP system and data	BPR plan proposing a redesign of business processes to achieve improvements in PCP system and operations	1 st June to 30 th June 2022	10 days	Reviewed and approved by the National Project Manager,

2	Review of Public feedback systems and good practices in targeted federal government departments	Policy briefs on reforms in complaint handling and grievance redressal mechanisms across all levels of targeted federal government departments	1 st July to 31 st July 2022	10 days	Reforms and Innovation in Govt. for High Performance
3	Review of complaint data, laws, policies, regulations and procedures of higher education department and other related government departments	Preliminary recommendations based on complaints about Higher Education and Cyber Crime departments for major complaint areas identified through data analysis	1 st August to 31 st August 2022	10 days	
4	Consultations with PMDU stakeholders and UNDP and desk review of existing M&E systems	Monitoring and Evaluation Matrix for the PMDU for implementation of prior recommendations	1 st September to 30 th September 2022	10 days	
5	Review of complaint data, laws, policies, regulations and procedures of targeted provincial government departments	Recommendations for major complaint areas related to provincial governments	1 st October to 31 st October 2022	10 days	
6	Impact evaluation of reforms on PCP	Assessment report of implemented reforms and their impact on the efficiency and effectiveness of the PCP system	1 st November to 30 th November 2022	10 days	
7	Impact evaluation of reforms on targeted federal and provincial departments	Assessment report of the implemented reforms on the number of complaints, satisfaction of complainants and time taken to resolve complaints, across the targeted federal and provincial departments	1 st December to 31 st December 2022	10 days	

I. Institutional Arrangement

- f) The National Project Manager, Reform & Innovation in Government for High Performance, UNDP will directly supervise the Contractor, and he/she will be directly responsible to, reporting to, seeking approval/acceptance of output from the National Project Manager.
- g) The frequency of progress reporting is monthly, on a recommended format to be shared and instructed by National Project Manager including a presentation to UNDP/FCDO. Deliverable reports must be presented to focal points at UNDP.
- h) The Contractor is expected to liaise/interact/collaborate/meet with the relevant stakeholders of the Project.
- i) The Project will provide travel facilities to the Consultant if and when required.
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J. Duration of Work

- a) Duration of the contract is 70 working days spanned over a period of seven months.
- b) Estimated time for UNDP to review outputs, give comments, certify approval/acceptance of outputs is 5 working days.

K. Duty Station

The Contractor's duty station for the contract duration is Islamabad.



INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS

GENERAL CONDITIONS OF CONTRACT FOR THE SERVICES OF INDIVIDUAL CONTRACTORS

1. LEGAL STATUS: The Individual contractor shall have the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP), and shall not be regarded, for any purposes, as being either a “staff member” of UNDP, under the UN’ Staff Regulations and Rules, or an “official” of UNDP, for purposes of the Convention on the Privileges and Immunities of the United Nations, adopted by the General Assembly of the United Nations on 13 February 1946. Accordingly, nothing within or relating to the Contract shall establish the relationship of employer and employee, or of principal and agent, between UNDP and the Individual contractor. The officials, representatives, employees or subcontractors of UNDP and of the Individual contractor, if any, shall not be considered in any respect as being the employees or agents of the other, and UNDP and the Individual contractor shall be solely responsible for all claims arising out of or relating to its engagement of such persons or entities.

2. STANDARDS OF CONDUCT: In General: The Individual 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 on the Contract regarding the Individual contractor’s performance under the Contract, the Individual contractor shall promptly notify UNDP and shall provide all reasonable assistance required by UNDP. The Individual contractor shall not take any action in respect of its performance of the Contract or otherwise related to its obligations under the Contract that may adversely affect the interests of UNDP, and the Individual contractor shall perform its obligations under the Contract with the fullest regard to the interests of UNDP. The Individual 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 Individual contractor shall comply with all laws, ordinances, rules and regulations bearing upon the performance of its obligations under the Contract. In the performance of the Contract the Individual contractor shall comply with the standards of conduct set 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”. The individual contractor must comply with all Security Directives issued by UNDP. Failure to comply with such security directives is grounds for termination of the Individual contractor for cause. Prohibition of Sexual Exploitation and Abuse: In the performance of the Contract, the Individual 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 Individual contractor shall not engage in any conduct that would constitute sexual exploitation or sexual abuse, as defined in that bulletin.

The Individual contractor acknowledges and agrees that any breach of any of the provisions hereof shall constitute a breach of an essential term of the Contract, and, in addition to any other legal rights or remedies available to any person, shall give rise to grounds for termination of the Contract. In addition, nothing herein shall limit the right of UNDP to refer any alleged breach of the foregoing standards of conduct to the relevant national authorities for appropriate legal action.

3. TITLE RIGHTS, COPYRIGHTS, PATENTS AND OTHER PROPRIETARY RIGHTS: Title to any equipment and supplies that may be furnished by UNDP to the Individual 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 Individual contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Individual contractor, subject to normal wear and tear, and the Individual contractor shall be liable to compensate UNDP for any damage or degradation of the equipment that is beyond normal wear and tear.

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 Individual 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, and the Individual contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for UNDP. However, to the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Individual contractor: (a) that pre-existed the performance by the Individual contractor of its obligations under the Contract, or (b) that the Individual 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 Individual contractor grants to UNDP a perpetual licence to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract. At the request of UNDP, the Individual 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. 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 Individual 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

4. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION: Information and data that are considered proprietary by either UNDP or the Individual contractor or that are delivered or disclosed by one of them ("Discloser") to the other ("Recipient") during the course of performance of the Contract, and that are designated as confidential ("Information"), shall be held in confidence and shall be handled as follows. The Recipient of such Information shall 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 the Recipient may otherwise use the Discloser's Information solely for the purpose for which it was disclosed. The Recipient may disclose confidential Information to any other party with the Discloser's prior written consent, as well as to the Recipient's employees, officials, representatives and agents who have a need to know such confidential Information solely for purposes of performing obligations under the Contract. Subject to and without any waiver of the privileges and immunities of UNDP, the Individual contractor may disclose Information to the extent required by law, *provided that* the Individual 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. UNDP may disclose Information to the extent as required pursuant to the Charter of the United Nations, resolutions or regulations of the General Assembly or its other governing bodies, or rules promulgated by the Secretary-General. 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. 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.

5. TRAVEL, MEDICAL CLEARANCE AND SERVICE INCURRED DEATH, INJURY OR ILLNESS: If the Individual contractor is required by UNDP to travel beyond commuting distance from the Individual

contractor's usual place of residence, and upon prior written agreement, such travel shall be at the expense of UNDP. Such travel shall be at economy care when by air.

UNDP may require the Individual contractor to submit a Statement of Good Health from a recognized physician prior to commencement of work in any offices or premises of UNDP or before engaging in any travel required by UNDP or connected with the performance of the Contract. The Individual contractor shall provide such a Statement of Good Health as soon as practicable following such request, and prior to engaging in any such travel, and the Individual contractor warrants the accuracy of any such Statement, including, but not limited to, confirmation that the Individual contractor has been fully informed regarding the requirements for inoculations for the country or countries to which travel may be authorized.

In the event of the death, injury or illness of the Individual contractor which is attributable to the performance of services on behalf of UNDP under the terms of the Contract while the Individual contractor is traveling at UNDP expense or is performing any services under the Contract in any offices or premises of UNDP, the Individual contractor or the Individual contractor's dependants, as appropriate, shall be entitled to compensation equivalent to that provided under the UNDP insurance policy, available upon request.

6. PROHIBITION ON ASSIGNMENT; MODIFICATIONS: The Individual contractor may not assign, delegate, transfer, pledge or make any other disposition of the Contract, of any part thereof, or of any of the rights, claims or obligations under the Contract except with the prior written authorization of UNDP, and any attempt to do so shall be null and void. The terms or conditions of any supplemental undertakings, licences or other forms of Contract concerning any goods or services to be provided under the Contract shall not be valid and enforceable against UNDP nor in any way shall constitute an Contract by UNDP thereto, unless any such undertakings, licences or other forms of Contract are the subject of a valid written undertaking by UNDP. No modification or change in the Contract shall be valid and enforceable against UNDP unless provided by means of a valid written amendment to the Contract signed by the Individual contractor and an authorized official or appropriate contracting authority of UNDP.

7. SUBCONTRACTORS: In the event that the Individual contractor requires the services of subcontractors to perform any obligations under the Contract, the Individual contractor shall obtain the prior written approval of UNDP for any such subcontractors. UNDP may, in its sole discretion, reject any proposed subcontractor or require such subcontractor's removal without having to give any justification therefore, and such rejection shall not entitle the Individual contractor to claim any delays in the performance, or to assert any excuses for the non-performance, of any of its obligations under the Contract. The Individual contractor shall be solely responsible for all services and obligations performed by its subcontractors. The terms of any subcontract shall be subject to, and shall be construed in a manner that is fully in accordance with, all of the terms and conditions of the Contract.

8. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF THE UNITED NATIONS: The Individual 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 Individual contractor, in any manner whatsoever, use the name, emblem or official seal of UNDP, or any abbreviation of the name of UNDP, in connection with its business or otherwise without the written permission of UNDP.

9. INDEMNIFICATION: The Individual contractor shall indemnify, defend, and hold and save harmless UNDP, and its officials, agents and employees, from and against all suits, proceedings, claims, demands, losses and liability of any kind or nature, including, but not limited to, all litigation costs and expenses, attorney's fees, settlement payments and damages, based on, arising from, or relating to: (a) allegations or claims that the use by UNDP of any patented device, any copyrighted material or any other goods or services provided to UNDP for its use under the terms of the Contract, in whole or in part, separately or in combination, constitutes an infringement of any patent, copyright, trademark or other intellectual property right of any third party; or (b) any acts or omissions of the Individual contractor, or of any subcontractor or anyone directly or indirectly employed by them in the performance of the Contract, which give rise to legal liability to anyone not a party to the Contract, including, without limitation, claims and liability in the nature of a claim for workers' compensation.

10. INSURANCE: The Individual contractor shall pay UNDP promptly for all loss, destruction or damage to the property of UNDP caused by the Individual contractor, or of any subcontractor, or anyone directly or indirectly employed by them in the performance of the Contract. The Individual contractor shall be solely responsible for taking out and for maintaining adequate insurance required to meet any of its obligations under the Contract, as well as for arranging, at the Individual contractor's sole expense, such life, health and other forms of insurance as the Individual contractor may consider to be appropriate to cover the period during which the Individual contractor provides services under the Contract. The Individual contractor acknowledges and agrees that none of the insurance arrangements the Individual contractor may make shall, in any way, be construed to limit the Individual contractor's liability arising under or relating to the Contract.

11. ENCUMBRANCES AND LIENS: The Individual 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 Individual contractor or to 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 Individual contractor.

12. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS: In the event of and as soon as possible after the occurrence of any cause constituting *force majeure*, the Individual contractor shall give notice and full particulars in writing to UNDP of such occurrence or cause if the Individual contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract. The Individual contractor shall also notify UNDP of any other changes in conditions 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 conditions or occurrence, the Individual contractor shall also submit a statement to UNDP of estimated expenditures that will likely be incurred for the duration of the change in conditions or the event. On receipt of the notice or notices required hereunder, UNDP shall take such action as it considers, in its sole discretion, to be appropriate or necessary in the circumstances, including the granting to the Individual contractor of a reasonable extension of time in which to perform any obligations under the Contract.

In the event of and as soon as possible after the occurrence of any cause constituting *force majeure*, the Individual contractor shall give notice and full particulars in writing to UNDP of such occurrence or cause if the Individual contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract. The Individual contractor shall also notify UNDP of any other changes in conditions 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 conditions or occurrence, the Individual contractor shall also submit a statement to UNDP of estimated expenditures that will likely be incurred for the duration of the change in conditions or the event. On receipt of the notice or notices required hereunder, UNDP shall take such action as it considers, in its sole discretion, to be appropriate or necessary in the circumstances, including the granting to the Individual contractor of a reasonable extension of time in which to perform any obligations under the Contract.

Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, 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 Individual contractor. The Individual contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Individual contractor must perform in or for any areas in which UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delay 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.

13. TERMINATION: Either party may terminate the Contract, in whole or in part, upon giving written notice to the other party. The period of notice shall be five (5) days in the case of Contracts for a total period of less than two (2) months and fourteen (14) days in the case of contracts for a longer period. The initiation of conciliation or arbitral proceedings, as provided below, shall not be deemed to be a

"cause" for or otherwise to be in itself a termination of the Contract. UNDP may, without prejudice to any other right or remedy available to it, terminate the Contract forthwith in the event that: (a) the Individual contractor is adjudged bankrupt, or is liquidated, or becomes insolvent, applies for moratorium or stay on any payment or repayment obligations, or applies to be declared insolvent; (b) the Individual contractor is granted a moratorium or a stay or is declared insolvent; the Individual contractor makes an assignment for the benefit of one or more of its creditors; (c) a Receiver is appointed on account of the insolvency of the Individual contractor ; (d) the Individual contractor offers a settlement in lieu of bankruptcy or receivership; or (e) UNDP reasonably determines that the Individual contractor has become subject to a materially adverse change in its financial condition that threatens to endanger or otherwise substantially affect the ability of the Individual contractor to perform any of its obligations under the Contract.

In the event of any termination of the Contract, upon receipt of notice of termination by UNDP, the Individual contractor shall, except as may be directed by UNDP in the notice of termination or otherwise in writing: (a) take immediate steps to bring the performance of any obligations under the Contract to a close in a prompt and orderly manner, and in doing so, reduce expenses to a minimum; (b) refrain from undertaking any further or additional commitments under the Contract as of and following the date of receipt of such notice; (c) deliver all completed or partially completed plans, drawings, information and other property that, if the Contract had been completed, would be required to be furnished to UNDP thereunder; (d) complete performance of the work not terminated; and (e) take any other action that may be necessary, or that UNDP may direct in writing, for the protection and preservation of any property, whether tangible or intangible, related to the Contract that is in the possession of the Individual contractor and in which UNDP has or may be reasonably expected to acquire an interest.

In the event of any termination of the Contract, UNDP shall only be liable to pay the Individual contractor compensation on a pro rata basis for no more than the actual amount of work performed to the satisfaction of UNDP in accordance with the requirements of the Contract. Additional costs incurred by UNDP resulting from the termination of the Contract by the Individual contractor may be withheld from any amount otherwise due to the Individual contractor from UNDP..

14. NON-EXCLUSIVITY: UNDP shall have no obligation respecting, and no limitations on, its right to obtain goods of the same kind, quality and quantity, or to obtain any services of the kind described in the Contract, from any other source at any time.

15. TAXATION: 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 the United Nations from such taxes, restrictions, duties or charges, the Individual contractor shall immediately consult with UNDP to determine a mutually acceptable procedure. UNDP shall have no liability for taxes, duties or other similar charges payable by the Individual contractor in respect of any amounts paid to the Individual contractor under this Contract, and the Individual contractor acknowledges that UNDP will not issue any statements of earnings to the Individual contractor in respect of any such payments.

16. AUDITS AND INVESTIGATIONS: 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 two (2) years following the expiration or prior termination of the Contract. UNDP shall be entitled to a refund from the Individual 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.

The Individual contractor acknowledges and agrees that, from time to time, 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 Individual contractor generally relating to performance of the Contract. The right of UNDP to conduct an investigation and the Individual contractor's obligation to comply with such an investigation shall not lapse upon expiration or prior termination of the Contract. The Individual 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 Individual 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 Individual contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Individual contractor's personnel and relevant documentation. The Individual contractor shall require its agents, including, but not limited to, the Individual contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

17. SETTLEMENT OF DISPUTES:

AMICABLE SETTLEMENT: UNDP and the Individual contractor 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.

ARBITRATION: Any dispute, controversy or claim between the parties arising out of the Contract, or the breach, termination, or invalidity thereof, unless settled amicably, as provided above, shall be referred by either of the parties 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. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. 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 of Protection") and Article 32 ("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.

18. LIMITATION ON ACTIONS: Except with respect to any indemnification obligations in Article 9, above, or as are otherwise set forth in the Contract, any arbitral proceedings in accordance with Article 17, above, arising out of the Contract must be commenced within three (3) years after the cause of action has accrued.

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,

19. 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.

Proposal Submission form

Dear Sir/Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, I undersigned, offer to provide individual consulting services to UNDP Pakistan in accordance with the Price Schedule and TORs attached herewith and made part of this proposal.

I undertake, if my proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

I agree to abide by this proposal for a period of **90 days** from the date fixed for opening of proposal in the invitation for proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I understand that you are not bound to accept any proposal you may receive.

Dated: this -----day of -----2022

Signature

**OFFEROR'S LETTER TO UNDP
CONFIRMING INTEREST AND AVAILABILITY
FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT**

Date _____

(Name of Resident Representative/Bureau Director)
United Nations Development Programme
(Specify complete office address)

Dear Sir/Madam:

I hereby declare that:

- A) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of *[indicate title of assignment]* under the *[state project title]*;
- B) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- C) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto as Annex 1;
- D) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex 3 *[delete this item if the TOR does not require submission of this document]*;
- E) I hereby propose to complete the services based on the following payment rate: *[please check the box corresponding to the preferred option]*:
 - ☐ An all-inclusive daily fee of *[state amount in words and in numbers indicating currency]*
 - ☐ A total lump sum of *[state amount in words and in numbers, indicating exact currency]*, payable in the manner described in the Terms of Reference.
- F) For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex 2;
- G) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;
- H) This offer shall remain valid for a total period of _____ days *[minimum of 90 days]* after the submission deadline;
- I) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office *[disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists]*;
- J) If I am selected for this assignment, I shall *[please check the appropriate box]*:

- ☐ Sign an Individual Contract with UNDP;
- ☐ Request my employer *[state name of company/organization/institution]* to sign with UNDP a Reimbursable Loan Agreement (RLA), for and on my behalf. The contact person and details of my employer for this purpose are as follows:
-

K) I hereby confirm that *[check all that applies]*:

- ☐ At the time of this submission, I have no active Individual Contract or any form of engagement with any Business Unit of UNDP;
- ☐ I am currently engaged with UNDP and/or other entities for the following work:

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

- ☐ I am also anticipating conclusion of the following work from UNDP and/or other entities for which I have submitted a proposal:

Assignment	Contract Type	Name of Institution/ Company	Contract Duration	Contract Amount

- L) I fully understand and recognize that UNDP is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.
- M) ***If you are a former staff member of the United Nations recently separated, please add this section to your letter:*** I hereby confirm that I have complied with the minimum break in service required before I can be eligible for an Individual Contract.
- N) I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

- O) Are any of your relatives employed by UNDP, any other UN organization or any other public international organization?

YES ☐ NO ☐ the answer is "yes", give the following information:

Name	Relationship	Name of International Organization

- P) Do you have any objections to our making enquiries of your present employer?

YES ☐ NO ☐

- Q) Are you now, or have you ever been a permanent civil servant in your government's employ?

YES ☐ NO ☐ If answer is "yes", WHEN?

- R) REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications.

Full Name	Email Address	Business or Occupation

- S) Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)?

YES ☐ NO ☐ If "yes", give full particulars of each case in an attached statement.

I certify that the statements made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization may result in the termination of the service contract or special services agreement without notice.

DATE: _____

SIGNATURE: _____

NB. You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of UNDP.

Annexes *[please check all that applies]:*

- ☐ CV shall include Education/Qualification, Professional Certification, Employment Records /Experience
- ☐ Breakdown of Costs Supporting the Final All-Inclusive Price as per Template
- ☐ Brief Description of Approach to Work (if required by the TOR)

BREAKDOWN OF COSTS¹
SUPPORTING THE ALL-INCLUSIVE FINANCIAL PROPOSAL

A) Breakdown of Cost by Components:

Cost Components	Unit Cost PKR	Quantity	Total Rate for the Contract Duration- PKR
I. Personnel Costs			
Professional Fees			
Life Insurance			
Medical Insurance			
Communications			
Land Transportation			
Others (pls. specify)			
II. Travel² Expenses to Join duty station			
Round Trip Airfares to and from duty station			
Living Allowance			
Travel Insurance			
Terminal Expenses			
Others (pls. specify)			
III. Duty Travel			
Round Trip Airfares			
Living Allowance			
Travel Insurance			
Terminal Expenses			
Others (pls. specify)			

B) Breakdown of Cost by Deliverables*

Deliverables <i>[list them as referred to in the TOR]</i>	Percentage of Total Price (Weight for payment)	Amount
Deliverable 1		
Deliverable 2		
Deliverable 3		
Total	100%	PKR

**Basis for payment tranches*

¹ The costs should only cover the requirements identified in the Terms of Reference (TOR)

² Travel expenses are not required if the consultant will be working from home.

FINANCIAL PROPOSAL

The Consultant is required to prepare the Price Schedule as a separate document from the rest of the technical response. All prices/rates quoted must be in **PKR**. The format shown below should be used in preparing the price schedule.

Sr. #	Description/Break-up of Financial Proposal	Unit	Unit Cost (PKR)
A.	Consultancy Fee:		
B.	Travel		
C.	Others (Please specify using the breakdown table provided above)		
Total PKR			

Deliverables <i>[list them as referred to in the TOR]</i>	Percentage of Total Price (Weight for payment)	Amount
Total	100%	PKR.....

**Payment shall be made based on the deliverables agreed in the final contract that will be signed with the selected candidate.*

Name:

Signature:

Date:



*Empowered lives.
Resilient nations.*

STATEMENT OF HEALTH – INDIVIDUAL CONTRACTORS

Name of Consultant/Individual Contractor:

Last Name, First Name

Statement of Good Health

In accordance with the provisions of Clause 5 of the [General Terms & Conditions for Individual Contractors](#), I am submitting this statement to certify that I am in good health and take full responsibility for the accuracy of this Statement. I am aware that information pertaining to inoculation requirements in respect of official travel to countries can be referred to at <http://www.who.int/ith>.

I certify that my medical insurance coverage is valid for the period from to (if applicable)

I certify that my medical insurance covers medical evacuations at Duty Station(s): Duty Station(s) Rating: "B through E". Duty stations with "A" or "H" do not require medical evacuation coverage.

The name of my medical insurance carrier is:

Policy Number:

Telephone Number of Medical Insurance Carrier:

A copy of proof of insurance MUST be attached to this form.

Signature of Consultant/Individual Contractor

Date

This statement is only valid for Consultant/Individual Contractor Contract No.

Signature of Officer Supervising the Contract

Name

Business Unit