



Request for Proposal (RFP)

Ref.no. 2010-10-21.01/WEE/

Date: 21 October 2010

Dear Sir/Madam,

Subject: RFP for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship

1. You are requested to submit a proposal for consulting services, as per enclosed Terms of Reference (TOR).
2. To enable you to submit a proposal, attached are:
 - i. Instructions to Offerors (Annex I)
 - ii. General Conditions of Contract..... (Annex II)
 - iii. Terms of Reference (TOR)..... (Annex III)
 - iv. Proposal Submission Form(Annex IV)
 - v. Price Schedule/Financial Proposal(Annex V)
3. Your offer comprising of (1) technical proposal and (2) price schedule/financial proposal, in separate sealed envelopes, marked with **"RFP: Services for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship/UNIFEM WEE program"** should reach the UNDP office no later than 4 November 2010, 5:00 pm (Moldova time).

Offers can be submitted either in hard copy or electronically.

a) Documents/offers in hard copy need to be addressed to:

**UNDP Moldova,
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova
Attention: Registry Office/Procurement**

b) Offers sent electronically need to be addressed to the following e-mail address:

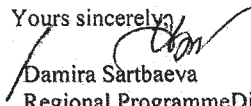
tenders-Moldova@undp.org

Offers shall be clearly marked with **"RFP: Services for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship/UNIFEM WEE program"**

Contact person for clarifications: Corneliu Eftodi, Program Analyst, UNIFEM, WEE Programme
(corneliu.eftodi@unifem)

4. If you request additional information, we would endeavor to provide information expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.
5. You are requested to acknowledge receipt of this letter and to indicate whether or not you intend to submit a proposal.

Yours sincerely,


Damira Sartbaeva
Regional Programme Director
UNIFEM CIS SRO part of UN Women

Instructions to Offerors

A. Introduction

1. General

The purpose of this Request for Proposal (RFP) is to solicit proposals from the qualified companies for (i) undertaking a comprehensive mapping of services rendered by public and private providers in 4 rayons¹ with focus on vulnerable groups as well as from the perspective of women's needs, (ii) identifying the channels of information dissemination (from the national to local and at the local level) and (iii) mapping of all active CSOs/networks/groups in these rayons. The assignment will be performed according to the ToR (Annex III) herewith. The Contract will be awarded to the Company with the best proposal, i.e. the proposal that will have the highest score according to the evaluation criteria stipulated under p.22 of Instructions to Offerors.

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the UNIFEM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

B. Solicitation Documents

3. Contents of solicitation documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring UNIFEM entity in writing at the organisation's mailing address or fax number indicated in the RFP. The procuring UNIFEM entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than two weeks prior to the deadline for the submission of Proposals. Written copies of the organisation's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Offerors that has received the Solicitation Documents.

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, the procuring UNIFEM entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.

All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring UNIFEM entity may, at its discretion, extend the deadline for the submission of Proposals.

C. Preparation of Proposals

6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring UNIFEM entity shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

7. Documents comprising the proposal

The Proposal shall comprise the following components:

¹ Singerei, Telenesti, Nisporeni and Cantemir

- (a) Proposal submission form (Annex IV);
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- (c) Price schedule, completed in accordance with clauses 9 and 10 (Annex V);

8. Operational and technical documentation

The operational and technical part of the Proposal shall contain the following documents:

- Company profile (containing the description of relevant experience, human resources, technical and managerial capacity in the related field);
- Copy of registration certificate;
- Work-plan and methodology (detailed description of methodology and activities, schedule, agenda);
- CVs of involved consultants, including the role and tasks of each of them;
- Detailed budget (**presented in a separate envelope**);
- Other relevant documents.

9. Proposal form

The Offeror shall structure the operational and technical part of its Proposal as follows:

(a) Management plan

This section should provide corporate orientation to include the year and state/country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organisational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the procuring UNIFEM entity.

(b) Resource plan

This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology

This section should demonstrate the Offeror's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

10. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule/Financial Proposal, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

11. Proposal currencies

All prices shall be quoted in MDL and shall be VAT exclusive. For comparison purposes, all other currencies shall be converted into Moldovan Lei using the UN Operational Rate of Exchange on the day of the competition deadline.

12. Period of validity of proposals

Proposals shall remain valid for sixty (60) days after the date of Proposal submission prescribed by the procuring UNIFEM entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UNIFEM entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UNIFEM entity may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

13. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorised to bind the Offeror to the contract. The latter authorisation shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialed by the person or persons signing the Proposal.

14. Payment

UNIFEM shall effect payments to the Contractor after acceptance by UNIFEM of the invoices submitted by the contractor, upon achievement of the corresponding milestones.

D. Submission of Proposals

15. Sealing and marking of proposals

The Offeror shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be:

- addressed to –

**UNDP Moldova
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova
Attention: UNDP Registry Office/Procurement**

and,

- marked with –

"RFP: Services for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship/UNIFEM WEE program"

(b) Both inner envelopes shall indicate the name and address of the Offeror. The first inner envelope shall contain the information specified in Clause 8 (*Operational and technical documentation*) and in Clause 9 (*Proposal form*) above, with the copies duly marked "Original" and "Copy". The second inner envelope shall include the price schedule duly identified as such.

Note: if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNIFEM entity will not assume responsibility for the Proposal's misplacement or premature opening.

(c) In case of electronic submission, the Offeror shall send two messages by e-mail to the following address:

tenders-Moldova@undp.org

The first e-mail message shall contain the information specified in Clause 8 (*Operational and technical documentation*) and Clause 9 (*Proposal form*) above and shall have the following subject: **"Technical Proposal for RFP: Services for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship/UNIFEM WEE program"**. The second e-mail message shall include the price schedule/financial proposal and shall have the following subject: **"Financial Proposal for RFP: Services for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship/UNIFEM WEE program"**.

Important Note for Offerors submitting proposals in electronic format/via e-mail.

Having prepared the Proposal in paper format as specified in Clause "D. Submission of Proposals" hereof, the entire Proposal should be scanned or otherwise converted into one or more electronic .pdf (Adobe Acrobat) format files and attached to one or more E-mails. The Subject line of the E-mail(s) should state: **“Technical Proposal for RFP: Services for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship/UNIFEM WEE program”** and separate email **“Financial Proposal: RFP: Services for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship/UNIFEM WEE program”** – DO NOT OPEN IN ADVANCE. The opening of the financial proposal must be secured with the password protected ZIP archive by the Offeror, which will be given to the procuring UNIFEM entity upon its request after the completion of the technical proposals evaluation.

To assist procuring UNIFEM entity in the assurance of transparency, it is recommended that, prior to sending the Email(s), Offerors should open "Options", then "Voting and Tracking Options" and select "Request a delivery receipt for this message" AND "Request a read receipt for this message". This option path is for Microsoft Office Outlook software. Other software should offer similar options, although the path and wording might be somewhat different.

16. Deadline for submission of proposals

Proposals must be received by the procuring UNIFEM entity at the address specified under clause *Sealing and marking of Proposals* no later than **4 November 2010, 5:00 pm**, local time.

The procuring UNIFEM entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause *Amendments of Solicitation Documents*, in which case all rights and obligations of the procuring UNIFEM entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

17. Late Proposals

Any Proposal received by the procuring UNIFEM entity after the deadline for submission of proposals, pursuant to clause *Deadline for the submission of proposals*, will be rejected.

18. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNIFEM entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause *Deadline for Submission of Proposals*. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

E. Opening and Evaluation of Proposals

19. Opening of proposals

The procuring entity will open the Proposals in the presence of a Committee formed by the Head of the procuring UNIFEM entity.

20. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

21. Preliminary examination

The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

22. Evaluation and comparison of proposals

A two-stage procedure is utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 700 points in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR) and the Instructions to Offerors.

In the Second Stage, the price proposal of all contractors, who have attained minimum 70% score in the technical evaluation, will be compared. The **cumulative analysis scheme** will be applied with a total score being obtained upon the combination of weighted technical and financial attributes. An Offeror's response to the solicitation document is evaluated and points are attributed based on how well they meet the defined desirable criteria. Cost under this method of analysis is rendered as an award criterion, which will be 30% out of a total score of 1000 of all the desirable factors of the RFP. The contract will be awarded to the offeror obtaining the highest cumulative score. The following formula will be applied in calculating the cumulative score:

$$B = T + \frac{C_{low}}{C} \times 300,$$

where

T – is the total technical score awarded to the evaluated proposal;

C – is the price of the evaluated proposal; and

C_{low} – is the lowest of all evaluated proposal prices among responsive proposals.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company				
				A	B	C	D	E
1.	Offerors's Expertise and Capacity	25%	175					
2.	Proposed Concept, Work Plan and Approach	33%	230					
3.	Personnel	42%	295					
Total		100%	700					

Evaluation forms for the technical proposals follow. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of Firm / Organisation Submitting Proposal

Form 2: Proposed Work Plan and Approach

Form 3: Personnel

Technical Proposal Evaluation Form 1			Points Obtainable
1. Offeror's Expertise and Capacity, including:			
1.1	Reputation of Organisation and Staff (Competence/Reliability) in undertaking similar assignments		25
1.2	General Organisational Capability which is likely to affect implementation (i.e. holding company or one firm, size of the firm / organisation, strength of project management support, e.g. project financing capacity and project management controls)		25
1.3	Proven cumulative experience working with public and private service providers and CSOs at local/rural level in the Republic of Moldova		70
	- less than 3 years-	50	
	- 3 years	60	
	- more than 5 years	70	
1.4	Relevance of:		45
	- Specialized Knowledge (development, human rights, social protection, employment, CSOs, etc.)	15	
	- Experience in similar Projects in the region	15	
	- Experience with donor/international and/or national governmental organisations	15	
1.5	Quality assurance procedures		10
Total Part 1			175

Technical Proposal Evaluation Form 2			Points Obtainable
Proposed Work Plan and Methodology			
2.1	The task is well understood and properly (in sufficient detail) addressed		20
2.2	Important aspects of the task are addressed in sufficient details		20
2.3	Different components of the project are adequately weighted relative to one another		20
2.4	Proposal is based on a survey of the project environment, data input is properly used in the preparation of the proposal		15
2.5	The scope of the task is well defined and corresponds to the ToR		25
2.6	Efficient and realistic work plan corresponding to the needs/specifics stipulated in the TOR (sequence of activities is realistic and will ensure effective implementation of the work plan, plan is falling in indicated under the ToR time frames)		70
2.7	The proposed methodology and approach is detailed, adequate, directly targeting the assignment and ensures a high level of confidence in the results to be obtain (both in terms of quantity and quality) as well as ensures cost-efficiency		60
Total Part 2			230

Technical Proposal Evaluation Form 3			Points Obtainable
Personnel			
3.1.	Task Manager/Team leader	Sub-score	130
	General Qualification	90	
	<i>Prior experience of team/group leadership in undertaking similar exercise (Suitability for the Project)</i>		
	- less than 3 years		
	- 3-5 years	30	
	- more than 5 years	40	
	<i>Professional experience in the area of specialization (management of project, development of researches, studies, analytical work)</i>		
	- less than 3 years	30	
	- 3-5 years	40	
	- more than 5 years	50	
Knowledge of the region		20	

	Language qualifications: Fluency in Romanian and English		20	
			130	
3.2	Team members		Sub-score	165
	General qualification		110	
	Suitability for the Project			
	- education background (university degree of staff members in social, economics/finance, agriculture and other related to this assignment fields)	40		
	- professional experience in the area of specialisation (elaboration of research methodologies, conducting researches, analysing and interpreting results)			
	o less than 3 years	30		
	o 3-5 years	50		
	o more than 5 years	70		
	Knowledge of the region		35	
	Language qualifications: Fluency in Romanian and English		20	
		Sub-total	165	
		Total Part 3		295

The nominated Task Manager must be the employee who will be responsible for the overall management and coordination of the project inputs and distribution of operational tasks among the other consultants/experts the entire period set for this contract.

F. Award of Contract

23. Award criteria, award of contract

The procuring UNIFEM entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action

Prior to expiration of the period of proposal validity, the procuring UNIFEM entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

24. Purchaser's right to vary requirements at time of award

The Purchaser reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

25. Signing of the contract

Within 30 days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

Failure of the successful Offeror to comply with the requirement of Clause 25 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal security if any, in which event the Purchaser may make the award to the next lowest evaluated Offeror or call for new Proposals.

General Conditions of Contract**1. LEGAL STATUS**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNIFEM. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNIFEM or the United Nations.

2. SOURCE OF INSTRUCTIONS

The Contractor shall neither seek nor accept instructions from any authority external to UNIFEM in connection with the performance of its services under this Contract. The Contractor shall refrain from any action which may adversely affect UNIFEM or the United Nations and shall fulfil its commitments with the fullest regard to the interests of UNIFEM.

3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

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.

4. 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 UNIFEM.

5. SUB-CONTRACTING

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNIFEM for all sub-contractors. The approval of UNIFEM 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 with the provisions of this Contract.

6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNIFEM or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNIFEM, 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 workmen'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.

8. INSURANCE AND LIABILITIES TO THIRD PARTIES

8.1 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.

8.2 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 or death in connection with this Contract.

8.3 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.

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

- (i) Name UNIFEM as additional insured;

- (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNIFEM;
- (iii) Provide that UNIFEM shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide UNIFEM with satisfactory evidence of the insurance required under this Article.

9. ENCUMBRANCES/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 UNIFEM against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNIFEM shall rest with UNIFEM and any such equipment shall be returned to UNIFEM at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNIFEM, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNIFEM for equipment determined to be damaged or degraded beyond normal wear and tear.

11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

UNIFEM shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, or documents and other materials which bear a direct relation to or are produced or prepared or collected in consequence of or in the course of the execution of this Contract. At the UNIFEM's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to UNIFEM in compliance with the requirements of the applicable law.

12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNIFEM OR THE UNITED NATIONS

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNIFEM, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNIFEM or the United Nations, or any abbreviation of the name of UNIFEM or the United Nations in connection with its business or otherwise.

13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

13.1 All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNIFEM, shall be treated as confidential and shall be delivered only to UNIFEM authorized officials on completion of work under this Contract.

13.2 The Contractor may not communicate at any time to any other person, Government or authority external to UNIFEM, any information known to it by reason of its association with UNIFEM which has not been made public except with the authorization of UNIFEM; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.

14.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNIFEM, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNIFEM of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNIFEM shall take such action as, in its sole discretion, it considers to

be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

- 14.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNIFEM shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

15. TERMINATION

- 15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract.
- 15.2 UNIFEM reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNIFEM shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3 In the event of any termination by UNIFEM under this Article, no payment shall be due from UNIFEM to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures.
- 15.4 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, UNIFEM may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNIFEM of the occurrence of any of the above events.

16. SETTLEMENT OF DISPUTES

16.1. Amicable Settlement

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this 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 UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2. Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. TAX EXEMPTION

- 18.1 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 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 United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with UNIFEM to determine a mutually acceptable procedure.
- 18.2 Accordingly, the Contractor authorizes UNIFEM to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNIFEM before the payment thereof and UNIFEM has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNIFEM with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers 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.

19.2 Any breach of this representation and warranty shall entitle UNIFEM to terminate this Contract immediately upon notice to the Contractor, at no cost to UNIFEM.

20 MINES

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNIFEM to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNIFEM.

21 OBSERVANCE OF THE LAW

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22 AUTHORITY TO MODIFY

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNIFEM unless provided by an amendment to this Contract signed by the authorized official of UNIFEM.

Terms of Reference
for undertaking the mapping of services provided in four pilot rayons of Moldova in the area of
employment, social protection and entrepreneurship

Background

In December 2009 the Swedish International Development Agency (Sida) and The United Nations Development Fund for Women have entered into an Agreement for the implementation of the Programme “Women’s Economic Empowerment through Increased Employability in the Republic of Moldova”. The Programme is aimed at addressing the needs of the rural and sub-urban population, especially poor women in exercising their social and economic rights through increasing access to quality information and services in employment and social protection areas. This will be achieved through improving local services, building capacity of the relevant institutions as well as improving policy and legislation based on the gaps identified through their practical application on the ground. The program is designed to be fulfilled within four years in line with the Government priorities set for 2009-2013 as well as the Reforms launched by the State in the areas of labour market and social protection.

The Program’s Development Objective is to make women in rural and sub-urban areas of Moldova informed, empowered and able to better benefit of their social and economic rights. For that purpose, the Programme will strive towards achieving the following outcomes:

Outcome 1: Moldovan women living in poverty in rural and sub-urban areas are able to make informed decisions that enable them to access quality services

Outcome 2: Key policy, service delivery and media institutions in MOL have increased resources, structures, procedures, incentives and capacities to implement policies that promote and protect women’s human rights to access to employment and social protection

Outcome 3: Labour and Social Protection laws and policies promote women’s employability

As a result of broad consultations with the stakeholders in the country, entry point areas for women’s economic empowerment were defined as: 1. Information and Services, 2. Credit, Land and other productive resources, 3. Vocational education/Professional education training for skills upgrade, 4. Entry/re-entry to the Labor Market, 5. Social Protection services, and 6. Care Services. All these areas were defined as potential areas to economically empower women through applying rights based approach. Lessons from the introduction of rights-based approach in the UN programs and projects around the globe suggest the importance of Programme strategies that suits specific contexts. In Moldova, it was felt to be more strategic to focus on district/district level, because there are fewer institutions and resources as well as practices to implement economic, social, political decisions and the delivery of services is weaker. Thus, it was decided to focus on creating a platform for women in rural and sub-urban areas, which will allow them to gain control over decisions and resources that determine the quality of life. Taking into consideration multidimensional character of empowerment, the program is aiming to build competencies of individuals, groups, organizations and their networks and systems in the framework of women’s economic empowerment.

Rationale

Due to increasing recognition of the need for an explicit consideration of structural inequalities that affect entire social groups (especially women) rather than a focus only on individual characteristics, the program aims at creating ‘one window’s at the district and sub-urban levels. By this, the program aims at bringing together in one location the key government service providers in the areas of social protection, employment and labour market, including key services for accessing productive resources (such as agriculture and land, legal services, financial and other service providers from the private sector, various counselling provided by the NGOs).

The baseline study revealed that coordination between service providers is limited; often information is shared only during staff meetings organised by the Raion Council President. Joint meetings with the participation of various public service providers and beneficiaries can also be organised under the auspices of the Raion Council President on an ad-hoc basis, however, on a regular basis, beneficiaries do not have the possibility to access several services at the same time. There is no specific formula for coordination of all service providers within a formally-established mechanism.

Hence, the programme is proposing to facilitate, during the initial period, the sitting of the “one window” service once a week in the building of the District Council or District Administration or any other suitable Government premises without creating an additional office, thus avoiding the necessity for additional utilities and human resource costs. This method will be at first piloted within one year in four selected regional locations in accordance with the regional development.

For this purpose, the programme shall identify all services that are being provided to rural and sub-urban population, as well channels of their dissemination to target audience. This will help further strengthening service provision but also coordination between the providers within the one window approach, as key benefits of the proposed approach of the project lies with increasing both efficiency and effectiveness of existing services that are provided in the Republic of Moldova in the areas of Employment, Social Protection and related areas, especially at the local level.

Statement of Work

Objectives

The objective of the assignment is: (i) to prepare full and detailed list of services by each provider (state, public and private) in 4 rayons (Singerei, Telenesti, Nisporeni and Cantemir), with focus on vulnerable groups as well as from the perspective of women’s needs; (ii) identify the channels of information dissemination (from the national to local and at the local level) (iii) map all active CSOs/networks/groups in these rayons.

Task to be performed

The task under this assignment is generally related to the identification and description of:

- Services provided at local level
- Channels of information dissemination, and
- Active CSO and other formal or informal groups.
- Media organizations from the regions
- Vocational education institutions

For the purpose of this assignment, the company will undertake the following, but not limited to:

1. Conduct a desk review of all documents regarding the provisions of services by the various providers, including types, cost, outreach, category of population, access, etc., including existing information and data bases available at the Ministry of Labour, Social Protection and Family (and its affiliated Agencies, such as Employment Agency), Ministry of Economy (and its affiliated agencies such as Agency for Business Development/ODIMM), as well as those that are available from Think Tanks, CSOs/NGOs, various donors and international organizations, etc;
2. Undertake visits to all 4 rayons and meet with all appropriate stakeholders, including LPAs, state/public and private service providers, as well as Civil society organizations; Meet with the representatives of relevant programmes working in field of media, such as “Development of regional media” funded by Sida through Soros foundation, as well as USAID /IREX project on media development, working with networks of TV and Radios stations
3. Elaborate a Draft report per each rayon based on the issues reflected in the section below “Report Content” and discuss with relevant Rayion Authorities, CSOs, private sector representatives as well as relevant bodies at the national level and finalize upon endorsement by the stakeholders
4. Elaborate the full Final report comprising of analysis from all four rayions, including the aspects that are provided in the section below “Report Content”

Report Content: The report will consist of three main parts:

- A. Mapping and description of services available at rayon level;
- B. Mapping of dissemination channels on available services;
- C. Mapping and description of active CSOs in the rayon;
- D. Mapping of existing education institutions (training/vocational schools)
- E. Mapping of media organizations at the local level

Particularly, the report shall provide information on:

A. Services

- I. List of services rendered by public and private providers at local level, with focus on women empowerment, including but not limited to:
 - Employment
 - Social protection
 - Agriculture/extension
 - Land /cadastre
 - Business/SME development
 - Finance
 - Legal services
 - Etc.
- II. Specific organizations/units acting as services providers that provide these services, with clear delineation of type of provision, i.e. state/public/private
- III. Description of the level of representation of the unit/agency at local level, i.e. central office/branch/representation/consultant (individual)/weekly visits etc.
- IV. Availability of service (at rayon or village level, 5 days a week 8 hours a day service or special days dedicated for certain services, permanent representation or visits of consultants once in a time, etc.)
- V. Description of both, paid and free of charge services that are being provided by each entity/organization, as well as category of population eligible for the service provision
- VI. Detailed description of the steps to be undertaken by persons to apply for or benefit of this services (either by entity, or by service, as appropriate). This info is to be provided in sufficient details for a complete understanding of how people should approach respective units/organizations

B. Dissemination Channels

- I. Map and describe the dissemination channels for service delivery information used by the various state, public or private providers (how it is done actually)
- II. Describe relevant similar experience in other countries regarding the channels of dissemination
- III. Provide recommendations for best practice to be used for a better outreach, including based on the meetings with various stakeholders, i.e. service providers, LPA media associations:
 - Type of information (dissemination materials)
 - o Audio
 - o Video
 - o Written (types)
 - o Electronic (types)
 - Target groups (distribution lists)
 - o By sex
 - o By age
 - o By location
 - o By income
 - o By social status
 - o By industry/activity
 - o By family size
 - o Etc.
 - Dissemination channels, such as:
 - o Websites
 - o Newsletters
 - o Workshops
 - o E-Mail messages
 - o Targeted Phone Calls
 - o Conferences/Meetings
 - o Demonstrations

- Media (Print Publications and TV)
- Etc.
- Dissemination method:
 - Active Push (sending out the information actively and targeted)
 - Passive push (providing information especially for download on websites. Usually untargeted information)
 - Pull (press distribution list, channel acquisition through media monitoring)
- Potential for feedback (two-way communication)
- Frequency of information
- Potential cost implications

C. CSOs active in the region

- I. Brief desk-based review of any existing or ongoing relevant mapping exercise
- II. Mapping of all active CSOs, community based organizations, active groups, including non formal (not officially registered, e.g teachers groups, pupils groups, veterans, HIV affected people, ethnic minorities group, women leaders) in the four rayons with short description of their activities, contact person and other contact details (address, telephone, fax, e-mail), target beneficiaries, services provided, including experience in service provision/facilitation, geographic coverage, etc.
- III. Results of field-based key informant interviews with representatives of local CSOs/networks/groups and selected stakeholders on the opportunities and challenges faced by the local organizations

D. Education facilities

- I. Brief desk-based review of any existing or ongoing relevant mapping exercise
- II. Mapping of all education institutions in the four pilot rayons, related to vocational training, with description of each in terms of domain of education, level, duration, cost implications, timing, any other post education services (if available)

E. Media

- I. Brief desk-based review of any existing or ongoing relevant mapping exercise
- II. Mapping of all media organizations in the four pilot rayons, including print, video, audio, etc.

Inputs and timing

It is expected that the consulting company/NGO shall begin work at the latest by mid November 2010, with the main elements of the mapping to be developed by end December 2010 and finalized in early January 2011. The consulting company is expected to provide a number of qualified consultants for this specific assignment, including with expertise in:

- 1) Employment/SME/Finance
- 2) Social protection services
- 3) Agriculture/extension and cadastre
- 4) Legal services

The consultants will liaise at all times with UNIFEM WEE Programme Analyst who will provide advice, guidance and information as appropriate.

Outputs/Deliverables

The key deliverables under this assignment shall be divided into intermediary and final Reports comprising of detailed findings and information in line with ToR requirements referred to in the 'Tasks' section. The intermediary report shall be presented in Romanian, whilst the final Report shall be presented in English and Romanian, both electronic and hard copies.

In addition to presentation of mapping results, the final report shall also provide a concise information on stakeholders' consultation process, problems encountered and recommendations for the future including further needs emerged (if any).

Eligibility

UNIFEM seeks to engage a **consultancy organization** with a team of consultants that have:

- At least 3 years of proven experience of research and analysis in the social, economics, finance, agriculture or other related fields;
- Excellent analytical skills, ability to synthesize and clearly present complex processes and issues to service the information needs of diverse audiences
- Excellent writing skills, ability to write in a structured, lucid and concise manner, without losing the depth of the substance;
- Results orientation and commitment to producing high-quality products;
- Experience working with different stakeholders at local and central level, especially in the area of employment, social protection, entrepreneurship, agriculture and/or cadastre;
- Knowledge of civil society, Government and development partners in Moldova, including knowledge of rural sector;
- Previous similar work experience working for international organizations and/or governmental programmes concerning related field is an advantage;
- Good organizational, analytical, problem solving, interpersonal and communication skills;
- Fluency in written and spoken Romanian, good command of English.

PRICE SCHEDULE

The Contractor is asked to prepare the Price Schedule as a separate envelope from the rest of the RFP response as indicated in Section D paragraph 14 (b) of the Instruction to Offerors.

All prices/rates quoted must be exclusive of all taxes, since the UNIFEM is exempt from taxes as detailed in Section II, Clause 18. '

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Estimates for cost-reimbursable items, if any, such as travel, and out of pocket expenses should be listed separately.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The UNIFEM reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages should be used in preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

In addition to the hard copy, if possible please also provide the information on diskette (IBM compatible).

Price Schedule*:					
Ref. RFP: Services for mapping of services provided in four pilot rayons of Moldova in the area of employment, social protection and entrepreneurship/UNIFEM WEE program"					
Description of Activity/Item		No of persons /units	No of days/month /units	Rate per day/month/ unit	Estimated Amount
1.	Remuneration				
1.1	Services in Home office				
1.2	Services in Field				
1.3	Others (please specify)				
	Sub-total				
2.	Out of Pocket Expenses				
2.1	Travel				
2.2	Communications				
2.3	Reproduction and Reports				
2.4	Equipment and other items				
2.5	Others (please specify)				
	Sub-total				
3.	Management cost				
3.1	Specify				
	Sub-total				

*Additional budget details explaining the calculations are welcomed.