



**Request for Proposal (RFP)**

Ref.no. **RFP11/00391** /WEE/

Date: 8 July 2011

**Subject: Request for Proposal on design and provision of Communications Training for the Joint Information and Services Bureaus service providers and Rayon Administration public servants in four rayons: Singerei, Nisporeni, Telenesti and Cantemir**

Dear Sir/Madam,

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)

Your offer comprising of (1) technical proposal and (2) price schedule/financial proposal, in separate sealed envelopes, marked with “**RFP: Design and provision of Communications Training for the Joint Information and Services Bureaus service providers and Rayon Administration public servants in four rayons: Singerei, Nisporeni, Telenesti and Cantemir/UN Women WEE program**” should reach the UN Women Moldova office no later than 22 July 2011, 12:30 (Chisinau time) at:

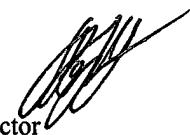
**UN Women Moldova  
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova  
Attention: UN Women Gender Advisor**

Contact person for clarifications: Corneliu Eftodi, Program Analyst, UN Women, WEE Programme ([corneliu.eftodi@unwomen.org](mailto:corneliu.eftodi@unwomen.org))

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  
UN Women Sub-Regional Office  
for Eastern Europe and Central Asia



**Instructions to Offerors****A. Introduction****1. General**

The purpose of this Request for Proposal (RFP) is to solicit proposals from the qualified companies for undertaking a communication training for the Joint Information and Service Bureaus' service providers and rayon administration's public servants in four pilot rayons under WEE Programme. 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 UN Women 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 UN Women entity in writing at the organization's mailing address or fax number indicated in the RFP. The procuring UN Women 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 organization'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 UN Women 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 UN Women 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 UN Women 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:

- (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 in the field (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 organizational 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 UN Women 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 UN Women entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UN Women entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UN Women 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 initialled by the person or persons signing the Proposal.

**14. Payment**

UN Women shall effect payments to the Contractor after acceptance by UN Women 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 –

**UN Women Moldova  
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova  
Attention: UN Women Gender Advisor**

and,

- marked with –

**"RFP: Design and provision of Communications Training for the Joint Information and Services Bureaus service providers and Rayon Administration public servants in four rayons: Singerei, Nisiporeni, Telenești and Cantemir /UN Women 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 UN Women entity will not assume responsibility for the Proposal's misplacement or premature opening.**

**16. Deadline for submission of proposals**

Proposals must be received by the procuring UN Women entity at the address specified under clause *Sealing and marking of Proposals* no later than **22 July 2011, 12:30 pm**, Chisinau time.

The procuring UN Women 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 UN Women 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 UN Women 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 UN Women 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 UN Women 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 1000 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 1429 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:

$$B = T + \frac{C_{low}}{C} \times 429,$$

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	35%	350					
2.	Proposed Concept, Work Plan and Approach	45%	450					
3.	Personnel	20%	200					
<b>Total</b>			<b>1000</b>					

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
<b>1.</b>	<b>Offeror's Expertise and Capacity, including:</b>		
1.1	Reputation of Organisation and Staff (Competence/Reliability) in undertaking the development and provision of trainings and workshops or/and similar assignments at national and local levels		70
1.2	General Organisational Capability which is likely to affect implementation (i.e. number and type of products/assessments produced in the past)		70
1.3	Quality insurance procedures		10
1.4	Relevance of:		100
	- Specialized Knowledge	30	
	- Experience in similar Projects	50	
	- Experience with donor/international and/or national governmental organisations	20	
1.5	Proven cumulative experience in developing and providing various organizational trainings and workshops, including on effective communication (or any other in the relevant field)		100
	- less than 3 years	50	
	- between 3 and 5 years	70	
	- more than 5 years	100	
Total Part 1			<b>350</b>

Technical Proposal Evaluation Form 2			Points Obtainable
<b>Proposed Work Plan and Methodology</b>			
2.1	The task is well understood and properly (in sufficient detail) addressed		60
2.2	Important aspects of the task are addressed in sufficient details		40
2.3	Different components of the project are adequately weighted relative to one another		40

2.4	Proposal is based on a survey of the project environment, data input is properly used in the preparation of the proposal	60
2.5	The scope of the task is well defined and corresponds to the ToR	90
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)	80
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	80
<b>Total Part 2</b>		<b>450</b>

Technical Proposal Evaluation Form 3			Points Obtainable
<b>Personnel</b>			
3.1.	<b>Task Manager/Team leader</b>	Sub-score	<b>120</b>
	Education and general qualification	20	
	<b>Prior experience of team/group leader/manager in undertaking similar exercise (Suitability for the Project)</b>	40	
	- less than 3 years	10	
	- 3-5 years	20	
	- more than 5 years	40	
	<b>Professional experience in the area of specialization (experience in developing and providing specialized trainings)</b>	30	
	- less than 3 years	10	
	- 3-5 years	20	
	- more than 5 years	30	
	Knowledge of the region	10	
	Experience with UN or other donor organizations	10	
	Language qualifications: Fluency in Romanian and English or Russian	10	
	<b>Sub-Score</b>		
3.2	<b>Team members/experts</b>	Sub-score	<b>80</b>
	Education and general qualification	20	
	Professional experience in developing and providing trainings and workshops for public and private organizations relevant to the requested field	40	
	o less than 3 years	10	
	o 3-5 years	20	
	o more than 5 years	40	
	Knowledge of the region	10	
	Experience with UN or other donor agencies	5	
	Language qualifications: Fluency in Romanian and English or Russian	5	
	<b>Sub-score</b>		
<b>Total Part 3</b>			<b>200</b>

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 UN Women 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 UN Women 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 organization 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 UN Women. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UN Women or the United Nations.

**2. SOURCE OF INSTRUCTIONS**

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

**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 UN Women.

**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 UN Women for all sub-contractors. The approval of UN Women 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 UN Women 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, UN Women, 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 UN Women as additional insured;
  - (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UN Women;

(iii) Provide that UN Women 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 UN Women 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 UN Women 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 UN Women shall rest with UN Women and any such equipment shall be returned to UN Women at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UN Women, 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 UN Women for equipment determined to be damaged or degraded beyond normal wear and tear.

**11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS**

UN Women 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 UN Women'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 UN Women in compliance with the requirements of the applicable law.

**12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UN WOMEN OR THE UNITED NATIONS**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UN Women, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UN Women or the United Nations, or any abbreviation of the name of UN Women 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 UN Women, shall be treated as confidential and shall be delivered only to UN Women 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 UN Women, any information known to it by reason of its association with UN Women which has not been made public except with the authorization of UN Women; 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 UN Women, 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 UN Women 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, UN Women 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, UN Women 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 UN Women reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UN Women 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 UN Women under this Article, no payment shall be due from UN Women 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, UN Women may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UN Women 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 UN Women to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UN Women to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UN Women before the payment thereof and UN Women has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UN Women 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 UN Women to terminate this Contract immediately upon notice to the Contractor, at no cost to UN Women.

**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 UN Women to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UN Women.

**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 UN Women unless provided by an amendment to this Contract signed by the authorized official of UN Women.

**Terms of Reference**  
**on design and provision of Communications Training for the Joint Information and Services**  
**Bureaus service providers and Rayon Administration public servants in four rayons: Singerei,**  
**Nisporeni, Telenesti and Cantemir**

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## **Background**

UN Women jointly with the Government of Moldova represented by the Ministry of Labour, Social Protection and Family and the Ministry of Economy with funding support from Government of Sweden/Swedish International Development Agency (Sida) is implementing the programme “Women’s Economic Empowerment through increasing Employability in the Republic of Moldova” (WEE).

This 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, strengthening of the key stakeholders capacities and improvement of the legislative and normative framework. It is designed to be fulfilled within four years and aims to target 28 rayons with activities.

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.

## **Context**

In order to increase access to improved quality information and services at rural level, UN Women WEE Programme in the context of the first outcome supported conceptually and financially the opening of **Joint Information and Services Bureaus (JISBs) in four pilot rayons: Singerei, Telenesti, Nisporeni and Cantemir**. By this innovation, the programme aimed at bringing together in one location the key government service providers (decentralized and deconcentrated at rural level) 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). JISBs are functional in four rayons and have been officially launched in Singerei, Telenesti and Nisporeni.

JISB functions under the aegis of Rayon Council and in the building of the Rayon Council. It is opened on a certain day of the week in established hours.

JISB has the following features:

- Improved access to quality information and services;

- All service providers from state, private sector and civil society are placed in one location;
- Information and services are provided in a coordinated manner;
- Opportunities and solutions are identified for initiatives and needs of women and men, young people and elderly

A short movie on JISB can be found on: <http://www.youtube.com/watch?v=wMzOOQ31WV9U>.

For the moment, each JISB in all four rayons comprises the following service providers:

Public service: Rayon Council:

1. Rayon Council Social Assistance and Family Protection Section
2. Rayon Council Economy Section (also as SME development fund focal point)
3. Rayon Council Department for Food and Agriculture
4. Rayon Council Land and Cadastre Service

Public service: De-concentrated services:

5. Territorial Employment Agency
6. Territorial Labor Inspection
7. Territorial Social Insurance House

NGOs:

8. ACSA Rural Extension Service (NGO)
9. Chamber of Commerce (in Telenesti)

Private Sector:

10. Garant-Invest, representing eight commercial banks

Since **good and effective communication between public servants and constituents** is crucial to the delivery and quality of public services, as well as it's an essential element of any successful organization and a benchmark by which the citizens judge the service they receive, it is necessary that all JISB service providers and rayon public servants are equipped with good communication skills and can effectively use them in their day-to-day work. Since JISB is targeting coordinated and improved service provision to women and men, with focus on client needs rather than process based service providers should have adequate communication skills to be able to effectively address the problems and solicitation of the respective rayon population, based on the specific needs of women and men.

In this regard it is planned to organize communications trainings for JISB service providers and rayon administration representatives from four pilot rayons which are Singerei, Nisporeni, Telenesti and Cantemir to tackle the dynamics of different communication situations and provides practical work-based learning and solutions for a range of communication related subjects in the area of public service provision, as well as to equip the service providers and rayon public servants with a variety of practical tools, skills and techniques that can be immediately applied at work, taking into account the needs women and men, young and elderly, vulnerable groups, etc.

### **Scope of Work**

UN Women is seeking proposals from training companies/development non-government organizations for the design, delivery and organization of a series of 5 (five) training workshops on effective communication between public servants and target rural population.

### **Main Objectives of the Communications Training**

The training course shall provide JISB service providers and rayon civil servants with knowledge and skills which are important for the improvement of their daily performance of providing information and services to rural women and men and to improve their skills and knowledge in the effective delivery of public services within JISBs.

### **Topics of interest**

The training shall be oriented towards the development of the following, but not limited to, skills and topics:

- Understanding how communications work (basic principles and specifics of communications in public service delivery sector);

- Gaining communication skills in dealing with citizens (listening, speaking and moderation/skills);
- Seeing things from other points of view (service provider vs. citizen/beneficiaries);
- How to communicate with difficult people or in difficult situations;
- How to address the problems of people with disabilities, socially and economically deprived women and men, as well as provide a correct approach to those vulnerable, such as ethnic minorities, religious, etc.
- Develop, maintain and enhance effective working relationships with colleagues, beneficiaries/citizens and key stakeholders;
- Communicate clearly, concisely and in a way that will be understood by mixed audiences;
- Deliver powerful presentations and speeches;
- Identify and adopt appropriate communication styles to influence and gain the support of others;
- Formulation of a code of conduct for JISBs and rayon council civil servants;
- Handling of inquiries and complaints;
- Day-to-day negotiations and conflict resolution.

### **Target Audience**

JISBs service providers, civil servants from Rayon Councils and Rayon administration:

1. Rayon Council Social Assistance and Family Protection Section
2. Rayon Council Economy Section (also as SME development fund focal point)
3. Rayon Council Department for Food and Agriculture
4. Rayon Council Land and Cadastre Service
5. Territorial Employment Agency
6. Territorial Labor Inspection
7. Territorial Social Insurance House
8. ACSA Rural Extension Service (NGO)
9. Chamber of Commerce (in Telenesti)
10. Garant-Invest, representing eight commercial banks

A total of 120 person are envisaged to participate in the training workshops.

### **Expected results and deliverables**

- Communications training developed and organized;
- JISBs service providers and rayon administration civil servants trained and received certificates in communications training, with focus on women from vulnerable groups;
- Training evaluation forms for participants developed and results presented
- A final report on undertaken training activities; The final report shall also provide a concise information on problems encountered and recommendations for the future including of further needs emerged (if any).

All the deliverables should be agreed with UN Women WEE Programme Team and the reports provided in Romanian and English, both electronic and hard copies.

### **Format of the training**

The communications training will be organized in **two stages**.

**First stage** is compiled of a one/two day session organized for JISB service providers from four pilot rayons only, during the planned 2 days retreat at the end of July 2011. During the first stage it is planned to train around 40 participants/service providers from JISBs.

**Second stage** is compiled of a one-day session organized consecutively in four pilot rayons where JISBs were implemented and are functioning: Singerei, Nisporeni, Telenesti and Cantemir. The training session will be organized separately in each of the four rayons to target rayon council and rayon administration representative representatives of JISB service providers, other than those participating at the initial stage. It is planned to train in each of the mentioned rayon around 20 rayon administration and service providers representatives.

The participants shall be provided with didactic material, practical information, techniques and skills through the use of **active learning methods** (presentations, group exercises, simulation games, role-play and personal assignments) aiming at active participation and involvement of participants.

The training shall serve the participants as well as a **platform to share their local experience** and exchange the existing knowledge and opinions.

### **Location**

First stage of the training is planned to be organized at the end of July-early August, on the first day of the planned retreat, **outside Chisinau**.

Second stage of the training is planned to be organized in the buildings of the Rayon Councils of Singerei, Nisporeni, Telenesti and Cantemir, or other suitable facilities.

In both cases, the facilities and catering services will be contracted separately and provided by UN Women.

The facilities will be equipped with basic necessary equipment, such as microphone, projector, laptop and screen, flipcharts and markers. Any other specific equipment and inventory needed for the training shall be provided by the company.

### **Number of participants**

The first stage training group will consist of around 40 people, 10 service providers from each of the JISBs.

The second stage training in four rayons will consist of 80 people, 20 rayon administration representatives per each of the pilot rayons.

### **Working language**

Romanian

### **Documentation**

The company is responsible for the elaboration, printing and multiplication of all necessary documents and handouts for the participants.

A training certificate should be delivered to each participant at the end of the training. The design and printing of the certificates shall be provided by the company, and agreed with UN Women.

### **Organizational Setting**

The Contractor will work under the direct supervision of the UN Women WEE Programme Chief Technical Advisor and Programme Analyst. The Contractor will work outside the project office and will participate in all working meetings appointed by the organizers.

### **Inputs**

UN Women Representatives will provide the Contractor with the necessary information on the JISBs activity and materials for a better understanding of the context and for the successful fulfillment of the tasks.

### **Qualifications**

- At least 3 years of experience in development and organization of corporate and individual trainings in the relevant field;
- Clear concept and approach for implementation of the proposed workshop;
- Work experience with NGOs and international organizations;
- Creativity, professionalism, organizational and planning skills of the members of the team;
- Work experience with UN Agencies is an asset.

### **Proposals submission modality**

The operational and technical part of the Proposal shall contain the documents mentioned in Annex I of the Request for Proposals (*Instruction to Offerors*).

A two-stage procedure shall be utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. Detailed *Technical Evaluation Criteria* are provided in the Annex I, clause 22 of the Request for Proposals (*Instruction to Offerors*).

Only the financial proposals of Offerors satisfying the main criteria will be considered. The contract will be awarded to the Offeror obtaining the highest cumulative score, determined following the formula indicated under Clause 22 of the Annex I of the Request for Proposals (*Instruction to Offerors*).



**PROPOSAL SUBMISSION FORM**

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Consulting services (profession/activity for Project/programme/office) for the sum as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 60 days from the date fixed for opening of Proposals 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.

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

Dated this day /month                      of year

Signature

(In the capacity of)

Duly authorised to sign Proposal for and on behalf of

**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 UN Women 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 UN Women 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).

<b>Price Schedule*:</b>					
<b>Ref. RFP: Design and provision of Communications Training for the Joint Information and Services Bureaus service providers and Rayon Administration public servants in four rayons: Singerei, Nisporeni, Telenesti and Cantemir/UN Women WEE program</b>					
<b>Description of Activity/Item</b>		<b>No of persons /units</b>	<b>No of days/month /units</b>	<b>Rate per day/month/ unit</b>	<b>Estimated Amount</b>
<b>1.</b>	<b>Remuneration</b>				
1.1	Services in Home office				
1.2	Services in Field				
1.3	Others (please specify)				
	Sub-total				
<b>2.</b>	<b>Out of Pocket Expenses</b>				
2.1	Travel				
2.2	Communications				
2.3	Reproduction and Materials				
2.4	Equipment and other items				
2.5	Others (please specify)				
	Sub-total				
<b>3.</b>	<b>Management cost</b>				
3.1	Specify				
	Sub-total				

\*Additional budget details explaining the calculations are welcomed.