



## Request for Proposal (RFP)

Ref. no. \_\_\_\_\_

Date: 06 February 2012

Dear Sir/Madam,

### Subject: RFP for the Design and Delivery of a Training Programme on Diversity

1. You are requested to submit a proposal for the **design and delivery of a Training Programme on Diversity for the staff of UN agencies in Moldova**, 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 technical proposal and price schedule/financial proposal, in separate sealed envelopes, marked with **“RFP: Design and Delivery of a Training Programme on Diversity for the staff of UN agencies in Moldova”** should reach the UNDP office no later than **22 February 2012, 17:00**, local 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/Service Center**

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

**[tenders-Moldova@undp.org](mailto:tenders-Moldova@undp.org)**

Offers shall be clearly marked with **“RFP: Design and Delivery of a Training Programme on Diversity for the staff of UN agencies in Moldova”**

Contact person for clarifications: Jakob Schemel, UN Coordination Officer  
([jakob.schemel@one.un.org](mailto:jakob.schemel@one.un.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,

A handwritten signature in blue ink, appearing to read 'MD', is written over a horizontal line.

Matilda Dimovska,  
Deputy Resident Representative

A small, handwritten signature in blue ink is located in the bottom right corner of the page.

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

It is universally accepted that a diverse workforce is an invaluable asset to creativity, innovation and development. In addition, diverse and inclusive work environment promotes fairness, fosters productivity, and motivates staff, thereby maximizing contributions from all staff for the benefit of all stakeholders. Drawing effectively on diverse perspectives adds value to decision making process, enriches the quality of policies and programmes, enhances efficiency of an organization as well as its attractiveness as an employer and a project partner. Harnessing all the talent and perspectives also strengthens institutional innovativeness and problem-solving capacity as well as adaptability to internal and external changes.

The United Nations Country Team (UNCT) in Moldova has launched a Diversity Initiative. The underlying purposes for the Diversity Initiative are to ensure that the UN staffing more closely reflects the diversity of Moldova's population: for intrinsic justice reasons; to bring the value of diverse perspectives and experiences in strengthening its work on all aspects of development in Moldova; for reasons of communicating to the public UN values; as well as for other reasons. The Diversity Initiative can also help in identifying the causes of inequality, discrimination and harassment, in combating these phenomena, and in developing awareness-raising initiatives in this regard. The initiative also aims to examine and assist in the improvement of diversity management issues internally. As part of the Diversity Initiative, UNCT plans to organize professional diversity training for the staff of UN agencies in Moldova.

**2. Cost of proposal**

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the UNDP 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 UNDP entity in writing at the organisation's mailing address or fax number indicated in the RFP. The procuring UNDP 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 UNDP 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 UNDP 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 UNDP 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/financial proposal, 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:

- (a) Entity registration documents;
- (b) Brief company CV emphasizing the experience in the field of Diversity;
- (c) Outline of the Training Programme (Module);
- (d) Resumes of the trainers;
- (e) Detailed Budget (presented in a separate envelope, as described in the 'Instructions to Offerors' Section).
- (f) Proposal Submission Form (Annex IV)

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 UNDP 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.

**9. 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.

**10. Proposal currencies**

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

**11. Period of validity of proposals**

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

In exceptional circumstances, the procuring UNDP 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.

**12. 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.

**13. Payment**

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

## D. Submission of Proposals

### 14. 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: Design and Delivery of a Training Programme on Diversity for the staff of UN agencies in Moldova”**

(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/financial proposal duly identified as such.

Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP 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](mailto:tenders-Moldova@undp.org)

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 two e-mail messages. 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: Design and Delivery of a Training Programme on Diversity for the staff of UN agencies in Moldova”**. The second e-mail message shall include the price schedule/financial proposal and shall have the following subject: **“Financial Proposal for RFP: Design and Delivery of a Training Programme on Diversity for the staff of UN agencies in Moldova”** - 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 UNDP entity upon its request after the completion of the technical proposal evaluation.

To assist procuring UNDP 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.

### 15. Deadline for submission of proposals

Proposals must be received by the procuring UNDP entity at the address or e-mail address specified under clause *Sealing and marking of Proposals* no later than **22 February 2012, 17:00**, local time.

The procuring UNDP 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 UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

#### **16. Late Proposals**

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

#### **17. 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 UNDP 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**

#### **18. Opening of proposals**

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

#### **19. 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.

#### **20. 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.

## 21. Evaluation and comparison of proposals

A two-stage procedure will be utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price schedule/financial 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.

### Cumulative Analysis

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 / Other Entity |   |   |   |   |
|--|--|--------------|-------------------|------------------------|---|---|---|---|
|  |  |              |                   | A                      | B | C | D | E |
| 1.   | Expertise of Firm / Organisation submitting Proposal | 30%          | 210               |                        |   |   |   |   |
| 2.   | Proposed Work Plan and Approach                      | 50%          | 350               |                        |   |   |   |   |
| 3.   | Personnel  | 20%          | 140               |                        |   |   |   |   |
| <b>Total</b>                                   |  |              | <b>700</b>        |                        |   |   |   |   |

Evaluation forms for technical proposals follow on the next two pages. 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 | Company / Other Entity |   |   |   |   |
|---|---|-------------------|------------------------|---|---|---|---|
|   |   |                   | A                      | B | C | D | E |
| <b>Expertise of firm / organisation submitting proposal</b> |   |                   |                        |   |   |   |   |
| 1.1   | Reputation of Organisation and Staff (Competence / Reliability) | 40                |                        |   |   |   |   |

|                     |  |            |  |  |  |  |  |
|---------------------|--|------------|--|--|--|--|--|
| 1.2                 | Litigation and Arbitration history   | 15         |  |  |  |  |  |
| 1.3                 | General Organisational Capability which is likely to affect implementation (i.e. loose consortium, holding company or one firm, size of the firm / organisation, strength of project management support e.g. project financing capacity and project management controls) | 30         |  |  |  |  |  |
| 1.4                 | Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills.   | 15         |  |  |  |  |  |
| 1.5                 | Quality assurance procedures, warranty   | 20         |  |  |  |  |  |
| 1.6                 | Relevance of:<br>- Specialised Knowledge<br>- Experience on Similar Programme / Projects<br>- Experience on Projects in the Region<br>- Work for UNDP/ major multilateral/ or bilateral programmes   | 90         |  |  |  |  |  |
| <b>Total Form 1</b> |  | <b>210</b> |  |  |  |  |  |

| Technical Proposal Evaluation<br>Form 2 |  | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|--|----------------------|------------------------|---|---|---|---|
|   |  |                      | A                      | B | C | D | E |
| <b>Proposed Work Plan and Approach</b>  |  |                      |                        |   |   |   |   |
| 2.1                                     | To what degree does the Offeror understand the task?   | 30                   |                        |   |   |   |   |
| 2.2                                     | Have the important aspects of the task been addressed in sufficient detail?  | 20                   |                        |   |   |   |   |
| 2.3                                     | Are the different components of the project adequately weighted relative to one another?   | 20                   |                        |   |   |   |   |
| 2.4                                     | Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?               | 50                   |                        |   |   |   |   |
| 2.5                                     | Is the conceptual framework adopted appropriate for the task?  | 50                   |                        |   |   |   |   |
| 2.6                                     | Is the scope of task well defined and does it correspond to the TOR?   | 110                  |                        |   |   |   |   |
| 2.7                                     | Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project? | 70                   |                        |   |   |   |   |
| <b>Total Form 2</b>                     |  | <b>350</b>           |                        |   |   |   |   |

| Technical Proposal Evaluation<br>Form 3 |   | Points<br>Obtainable | Company / Other Entity |   |   |   |   |
|---|---|----------------------|------------------------|---|---|---|---|
|   |   |                      | A                      | B | C | D | E |
| <b>Personnel</b>                        |   |                      |                        |   |   |   |   |
| 3.1                                     | Task Manager  | Sub-Score            | <b>75</b>              |   |   |   |   |
|   | General Qualification                                   | 60                   |                        |   |   |   |   |
|   | Suitability for the Project                             |                      |                        |   |   |   |   |
|   | - International Experience                              | 10                   |                        |   |   |   |   |
|   | - Training Experience                                   | 10                   |                        |   |   |   |   |
|   | - Professional Experience in the area of specialisation | 30                   |                        |   |   |   |   |
|   | - Knowledge of the region                               | 10                   |                        |   |   |   |   |
|   | Language Qualifications                                 | 15                   |                        |   |   |   |   |
|   |   | 75                   |                        |   |   |   |   |
| 3.2                                     | Senior Expert   | Sub-Score            | <b>50</b>              |   |   |   |   |
|   | General Qualification                                   | 40                   |                        |   |   |   |   |
|   | Suitability for the Project                             |                      |                        |   |   |   |   |
|   | - International Experience                              | 5                    |                        |   |   |   |   |



|                     |   |    |           |            |  |  |  |  |  |
|---------------------|---|----|-----------|------------|--|--|--|--|--|
|                     | - Training Experience                                   | 5  |           |            |  |  |  |  |  |
|                     | - Professional Experience in the area of specialisation | 25 |           |            |  |  |  |  |  |
|                     | - Knowledge of the region                               | 5  |           |            |  |  |  |  |  |
|                     | Language Qualifications                                 |    | 10        |            |  |  |  |  |  |
|                     |   |    | 50        |            |  |  |  |  |  |
| 3.3                 | Junior Expert   |    | Sub-Score | <b>15</b>  |  |  |  |  |  |
|                     | General Qualification                                   |    | 10        |            |  |  |  |  |  |
|                     | Suitability for the Project                             |    |           |            |  |  |  |  |  |
|                     | - International Experience                              | 5  |           |            |  |  |  |  |  |
|                     | - Training Experience                                   | 0  |           |            |  |  |  |  |  |
|                     | - Professional Experience in the area of specialisation | 5  |           |            |  |  |  |  |  |
|                     | - Knowledge of the region                               | 0  |           |            |  |  |  |  |  |
|                     | Language Qualification                                  |    | 5         |            |  |  |  |  |  |
|                     |   |    | 15        |            |  |  |  |  |  |
| <b>Total Form 3</b> |   |    |           | <b>140</b> |  |  |  |  |  |

## F. Award of Contract

### 22. Award criteria, award of contract

The procuring UNDP 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 UNDP 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.

### 23. 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.

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

### 2. SOURCE OF INSTRUCTIONS

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

### 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 UNDP.

### 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 UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

### 6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNDP 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, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of 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 UNDP as additional insured;
  - (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNDP;
  - (iii) Provide that UNDP 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 UNDP 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 UNDP 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 UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

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

UNDP shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, 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 UNDP'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 UNDP in compliance with the requirements of the applicable law.

## **12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS**

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

## **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 UNDP, shall be treated as confidential and shall be delivered only to UNDP 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 UNDP, any information known to it by reason of its association with UNDP which has not been made public except with the authorization of UNDP; 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 UNDP, 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 UNDP 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, UNDP 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, UNDP 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 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP 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 UNDP under this Article, no payment shall be due from UNDP 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, UNDP may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNDP 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 UNDP to determine a mutually acceptable procedure.
- 18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

## **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 UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

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

## **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 UNDP unless provided by an amendment to this Contract signed by the authorized official of UNDP.

## Terms of Reference

### (a) RFP Objectives:

The assignment involves developing and conducting diversity training for the staff of UN agencies in Moldova, paying due attention to diversity issues in relation to ethnicity, in particular to Roma, persons with disabilities, and gender equality, in the context of the relevant legal framework and good practice.

The general objective of the assignment is to provide the staff of UN agencies in Moldova with a professional knowledge and skill in cultural competence and diversity issues and to enhance the effectiveness, sustainability and impact of their operational activities and programs/projects in terms of diversity.

Within this general objective, the specific objectives of the planned diversity training are:

- Raising awareness of diversity and diversity management issues;
- Improving participants' inter-cultural competences in working with various issues and in diverse teams;
- Familiarizing the staff of UN agencies in Moldova with diversity concepts and their practical application in operational activities;
- Enhancing the capacity of the staff of UN agencies in Moldova to design and implement diversity issues in their respective areas of responsibility;
- Providing a platform to exchange experience and practices relating to diversity issues among the staff of UN agencies in Moldova;
- Building consensus on conceptions and applications of diversity approaches among the UN Moldova staff;

The trainer(s) engaged for the purpose would thus be expected to conduct the following tasks, under the guidance of the Human Rights Adviser to the United Nations Office of the Resident Coordinator in Moldova, and in consultations with other relevant UN staff:

- Identifying the needs of the UN Moldova staff in terms of diversity training;
- Developing concrete diversity training concept (including agenda and methodology) relevant to organizational profile, operational context and the needs of UN agencies in Moldova;
- Preparing handouts/reading material;
- Organizing and conducting a training based on the outcome of the above tasks;
- Evaluating the effectiveness of the training and making recommendations for the further steps in terms of diversity training.

In relation to the thematic scope of the training, the following outline is proposed (see also the attached indicative agenda):

- Introductory Session on Cultural Competence and Diversity Issues;
- Cultural Competence and the needed skills of the staff to work effectively in cross-cultural situations;
- Diversity and conflict management;
- Mainstreaming diversity within an organization;
- Diversity in the recruitment process;
- Other relevant topics suggested by the selected trainer(s).

## **(b) Background**

It is universally accepted that a diverse workforce is an invaluable asset to creativity, innovation and development. In addition, diverse and inclusive work environment promotes fairness, fosters productivity, and motivates staff, thereby maximizing contributions from all staff for the benefit of all stakeholders. Drawing effectively on diverse perspectives adds value to decision making process, enriches the quality of policies and programmes, enhances efficiency of an organization as well as its attractiveness as an employer and a project partner. Harnessing all the talent and perspectives also strengthens institutional innovativeness and problem-solving capacity as well as adaptability to internal and external changes.

The United Nations Country Team (UNCT) in Moldova has launched a Diversity Initiative. The underlying purposes for the Diversity Initiative are to ensure that the UN staffing more closely reflects the diversity of Moldova's population: for intrinsic justice reasons; to bring the value of diverse perspectives and experiences in strengthening its work on all aspects of development in Moldova; for reasons of communicating to the public UN values; as well as for other reasons. The Diversity Initiative can also help in identifying the causes of inequality, discrimination and harassment, in combating these phenomena, and in developing awareness-raising initiatives in this regard. The initiative also aims to examine and assist in the improvement of diversity management issues internally. As part of the Diversity Initiative, UNCT plans to organize professional diversity training for the staff of UN agencies in Moldova.

This list of topics/issues seeks to provide the trainer(s)/consultant(s) on the generally expected scope of the training workshop. However, the specifics may be modified as appropriate in consultation and approval by the Human Rights Adviser to the United Nations Office of the Resident Coordinator in Moldova.

## **(c) Scope of work and expected output:**

### ***Methodology***

In close collaboration with the Human Rights Adviser to United Nations Office of the Resident Coordinator in Moldova, the appropriate training methodology that best meets the needs of the participants should be identified. The training process is expected to learner-centered and problem solving. In as much as practicable, the trainers should actively engage training participants through activities designed to maximize on existing potentials and experience sharing with inputs/lectures limited to brief presentations to provide essential information. For this purpose, the use of brainstorming sessions and plenary sessions based on practical cases/experiences is highly recommended. More dynamic methods such as visual tools, and other interactive techniques should also be considered wherever appropriate.

### ***Deliverables***

The selected trainer(s) should deliver the following outputs:

- Diversity training concept (including agenda and methodology) relevant to the organizational profile, operational context and the needs of UN in Moldova;
- Handouts and other materials to be disseminated to participants during the training;
- Acting as a trainer during the training;
- Final report on all activities undertaken, including evaluation of the effectiveness of the training and recommendations for the further steps in terms of diversity training.

#### (d) **Eligibility**

Trainer(s) shall display the following required skills and experience:

*Education:* Advanced university degree in social sciences, psychology, law or in other relevant fields.

*Experience:*

- at least 4 years of work experience relevant to diversity issues, including: organizing diversity training;
- Knowledge and experience in the social and cultural issues in the region will be an asset;
- An experience in working in post-communist countries will be an asset.

*Competencies and skills:*

- Ability to lead dynamic diversity training sessions, and to develop appropriate strategies to deliver the required training;
- Excellent communication and presentation skills;
- Inter-cultural competences in working with various diversity issues and in diverse teams;
- Adheres to the core values of the United Nations; in particular, is respectful of differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.

*Language:*

- Fluency in written and spoken English;
- Working knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romanian, Romani, Russian, Ukrainian or sign language is an asset.

#### ***Venue and Timeframe***

The training(s) should take place in Chisinau or another agreed location by no later than **30 June 2012**. The venue for training and relevant services (coffee breaks, lunch, technical equipment etc.) will be organized by UN in Moldova.

#### ***Documents to be included when submitting the proposals***

In order to apply potential applicants must submit the following documents/information:

- Proposed training concept addressing the criteria above,
- CV trainer(s) with detailed list of qualifications,
- P11 Form including past experience in similar assignments and at least 3 references;
- Financial proposal in USD.





## PRICE SCHEDULE/FINANCIAL PROPOSAL

The Contractor is asked to prepare the Price Schedule/financial proposal and submit it in a separate envelope from the rest of the RFP response as indicated in Section D paragraph 15 (b) of the Instruction to Offerors.

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

The Price Schedule/financial proposal 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 UNDP 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 in electronic format on CD.

| <b>Price Schedule:</b>  |                               |                        |                     |                         |
|---|-------------------------------|------------------------|---------------------|-------------------------|
| <b>Request for Proposals for Design and Delivery of a Training Programme on Diversity for the staff of UN agencies in Moldova</b> |                               |                        |                     |                         |
| <b>Description of Activity/Item</b>   |                               | <b>Number of Staff</b> | <b>Monthly Rate</b> | <b>Estimated Amount</b> |
| <b>1.</b>   | <b>Remuneration</b>           |                        |                     |                         |
| 1.1   | Services in Home office       |                        |                     |                         |
| 1.2   | Services in Field             |                        |                     |                         |
|   |                               |                        |                     |                         |
| <b>2.</b>   | <b>Out of Pocket Expenses</b> |                        |                     |                         |
| 2.1   | Travel                        |                        |                     |                         |
| 2.2   | Per Diem Allowances           |                        |                     |                         |
| 2.3   | Communications                |                        |                     |                         |
| 2.4   | Reproduction and Reports      |                        |                     |                         |
| 2.5   | Equipment and other items     |                        |                     |                         |
|   |                               |                        |                     |                         |