

Request for Proposal (RFP)

Date: 12 November 2014

Dear Sir/Madam,

Subject: RFP14/00 921: Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILD/UN Women)

1. You are requested to submit a proposal on conducting feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative 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 for services (Annex A)
 - iii. Terms of Reference (ToR) (Annex II)
 - iv. Proposal Submission Form (Annex III)
 - v. Price Schedule (Annex IV)
 - vi. Joint Venture Form (Annex V)
 - vii. Proposed Copy of Contract (Annex VI)
3. Your offer comprising of technical proposal and financial proposal, in separate sealed envelopes, should reach UN Women office no later than **04 December 2014, 16:30 (Chisinau time)**, local time.

Offers can be submitted either in hard copy or electronically.

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

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

- b) Offers sent electronically need to be addressed to the following e-mail address:
tenders-Moldova@undp.org

Offers shall be clearly marked with "RFP14/00921: Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILD/UN Women).

Contact person for clarifications: Nicoleta Muntean, Programme Analyst, JILD/UN Women
(nicoleta.muntean@unwomen.org)

In order to facilitate the submission of both Technical and Financial proposals, the submission duly stamped and signed can be done electronically in PDF format and send to tenders-Moldova@undp.org. Technical and Financial proposals should be sent as separate PDF files. If the Technical and Financial proposals are sent in the same PDF file, they will be rejected.

To secure your financial offer please set up a password which will be used at later stage once the evaluation of the technical proposal is complete. The companies who achieve the minimum score will be requested to provide passwords.

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,

Ulziisuren Jamsran,
Head of Office, a.i
UN Women, Republic of Moldova

Instructions to Offerors

A. Introduction

1. General

UN Women is seeking the services of a qualified company /organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILDP/UN Women).

The assignment will be performed according to the terms of reference (ToR) contained in the 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.21 of Instructions to Offerors.

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, 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 organisation'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 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 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;
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements and shall contain the following documents:
- Profile of company / organisation (containing the general description of the Offeror as well as the relevant experience for the required services, human resources, technical and managerial capacity in the related field);
 - Copy of registration certificate;
 - Description of activities, schedule, preliminary methodology;
 - CVs of involved consultants, including the role and tasks of each of them;
 - Other relevant documents (e.g. financial statement for most current year, previous job/contracts reference, etc.).
- (c) In the case of a consortium/joint venture/association, the form in Annex V 'as an addendum to the RFP and to be read as Annex V' must be completed, signed and submitted along with your technical proposal, in which case:
- i. All parties shall be jointly and severally liable to UN Women for any obligations arising from their proposal or the contract that may be awarded to them as a result of this solicitation exercise; and
 - ii. One party shall be designated to act as the focal point to deal with UN Women. Such party shall have the authority to make decisions binding upon the joint venture, association or consortium during the solicitation process and, in the event a Contract is awarded, during the duration of the contract. The composition or the constitution of the joint venture, consortium or association shall not be altered without the prior consent of UN Women
- (d) Price schedule completed in accordance with clauses 8 and 9.

8. Proposal form

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

(a) Management plan

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

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

9. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule, 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 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.

11. Period of validity of proposals

Proposals shall remain valid for one hundred and twenty (120) 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.

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 authorized to bind the Offeror to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.

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

13. 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

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 –

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

and,

- marked with –
"RFP14/00921 Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILD/UN Women)"

- (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 (*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.

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

tenders-Moldova@undp.org

The first e-mail message shall contain the information specified in Clause 8 (*Proposal form*) above and shall have the following subject: "Technical Proposal for RFP14/00924: Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILDP/UN Women)"

The second e-mail message shall include the price schedule/financial proposal and shall have the following subject: "Financial Proposal for : RFP14/00924 Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILDP/UN Women)"

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

Having prepared the Proposal in paper format as specified in Clause "D. Submission of Proposals" hereof, the entire Proposal should be scanned or otherwise converted into one or more electronic .pdf (Adobe Acrobat) format files and attached to one or more E-mails. The Subject line of the E-mail(s) should state: "Technical Proposal for : RFP14/00___: Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILDP/UN Women)" and separate email "Financial Proposal for: RFP14/00___: Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILDP/UN Women)" – 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 UN Women entity upon its request after the completion of the technical proposals evaluation.

To assist procuring UN Women 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 UN Women entity at the address specified under clause *Sealing and marking of Proposals* no later than **04 December 2014, 16:30 (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.

16. 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.

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 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 e-mail 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 UN Women 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 is utilized 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 Terms of Reference (ToR).

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 1500 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:

$$B = T + \frac{C_{low}}{C} \times 500 ,$$

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 of Work including Detailed Activities and Approach	36%	360					
3.	Personnel	29%	290					
Total			1000					

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 Company / Organisation Submitting Proposal

Form 2: Proposed Concept of Work including Detailed Activities and Approach

Form 3: Personnel

Technical Proposal Evaluation Form 1		Points Obtainable
1.	Offeror's Expertise and Capacity, including:	
1.1	Reputation of company/organisation and staff (competence/reliability) in working in national and international cooperation projects/assignments (based on letters of recommendations or feedback about the company/organization)	30
1.2	Experience of company/organisation and staff (competence/reliability) in rights-based or gender-responsive activities/projects, which is considered an advantage - between 2 and 3 years: 30 points - for any additional year beyond 3 years: 5 points - more than 5 years: 40 points	40
1.3	Experience of company/organisation and staff (competence/reliability) on inter-community cooperation, which is considered an advantage - between 2 and 3 years: 30 points - For any additional year of experience beyond 3 years: 5 points - more than 5 years: 40 points	40
1.4	Experience of company/organisation and staff (competence/reliability) in working with LPAs on service provision, facilitation of community dialogue - minimum 5 years: 30 points - between 6 - 8 years: 35 points - more than 8 years: 40 points	40
1.4	Experience of company/organisation and staff (competence/reliability) in undertaking reviews, analysis, assessments and other similar exercises as required by the ToR - minimum 5 years: 20 points - between 6-8 years: 30 points - more than 8 years: 40 points	40
1.5	General organisational capability which is likely to affect implementation (i.e. technical and human resources skills of successful implementation of the assignment) -	40
1.6	Quality insurance procedures - For basic quality insurance procedures: 10 points - For detailed and/or advanced quality insurance procedures: above 20.	20
1.7	Relevance of: - Experience in projects/ assignments similar to the one of the ToR (i.e. number and type of similar services / products produced in the past) o one type of service/product: 20 points o for any additional service/product above one: 20 points o maximum: 60 points	60
		100

	- Experience of collaboration with UN agencies/donors/international organisations, which is considered an advantage	40	
		Total Part 1	350

Technical Proposal Evaluation Form 2			Points Obtainable
Proposed Concept of Work including Detailed Activities and Approach			
2.1	The assignments are well understood, properly addressed and correspond to the ToR requirements		90
2.2	The activities are detailed enough and appropriate to the required assignment		90
2.3	Different components of the project are adequately weighted relative to one another		90
2.4	Proposal is based on a reasonable approach that includes survey of the project environment, data input is properly used in the preparation of the proposal		90
		Total Part 2	360

Technical Proposal Evaluation Form 3			Points Obtainable
Personnel			
3.1	Task Manager/Team Leader	Sub-score	170
	Education and general qualification (minimum BA degree in economics, finance, management, social studies, public administration or any other related field)	20	
	Prior experience of team/group leader/manager in undertaking similar exercise (suitability for the Project)	45	
	- 2 years	20	
	- 3-5 years	30	
	- more than 5 years	45	
	Professional experience in developing coordinated service provision at the LPA level	30	
	- 2 years	15	
	- 3-5 years	25	
	- more than 5 years	30	
	Professional experience in undertaking assessments, making appropriate recommendations	30	
	- 2 years	15	
	- 3-5 years	25	
	- more than 5 years	30	
	Knowledge of rights-based or women's economic empowerment context	15	
	Knowledge of LPAs on service provision, facilitation of community dialogue	10	
	Experience with UN or other organisations, including donors and or other stakeholders	5	
	Language qualifications: Fluency in Romanian, English and Russian (5 points for advanced knowledge of each language)	15	
	Sub-Score	170	
3.2	Team members/experts	Sub-score	120
	Education and general qualification (minimum BA degree in economics, finance, management, social studies, public administration or any other related field)	20	
	Knowledge of women's economic empowerment context	15	
	Professional experience in desk review, analysis and report writing in the area of assignment	45	
	o 2 years	20	
	o 3-5 years	30	
	o more than 5 years	45	
	Knowledge of LPA environment	25	
	Experience with UN or other organisations, including donors and or other stakeholders	5	
	Language qualifications: Fluency in Romanian and Russian (5 points for advanced knowledge of each language)	10	

	Sub-score	120	
	Total Part 3		290

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

F. Award of Contract

22. 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 organisation and activity concerned.

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

At the time of award of Contract, UN Women reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions

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 24 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.

25. Vendor Protest

Our vendor protest procedure is intended to afford an opportunity to appeal to persons or firms not awarded a purchase order or contract in a competitive procurement process. **It is not available to non-responsive or non-timely proposers/bidders or when all proposals/bids are rejected. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:** <http://www.unwomen.org/en/about-us/procurement/vendor-protest-procedure>

Terms of Reference

Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILDP/UN Women)

Location:	Chisinau, JILDP communities
Type of Contract:	Institutional / Professional Contract
Languages Required:	Romanian
Application Deadline:	04 December 2014
Expected duration of the assignment:	15 December 2014 – 15 September 2015
Assignment starting date:	15 December 2014

Background

Since 2010 the Government of Moldova (State Chancellery) in partnership with the UNDP and UN Women has been implementing the “Joint Integrated Local Development Programme” (JILDP), funded by the Government of Sweden. The JILDP was designed to support the Government in improving the policy and legal framework, as mandated by the National Decentralization Strategy, to ensure local autonomy, availability of resources and more effective local management for better and equitable service provision. On April 5, 2012 the Parliament of the Republic of Moldova adopted the National Decentralization Strategy that represents the main policy document in the field of local public administration and establishes the national mechanisms to ensure genuine local autonomy. Thus, the JILDP also aims at improving the capacity of Local Public Authorities (LPAs) to deliver efficient, equitable and accessible local public services, to facilitate sustainable development and foster social inclusion.

As of 2013, a new phase of JILDP is being implemented with the financial support from the Danish Government. One of the major interventions at the local level aims at developing 20 models of operational local governments - ‘champions of change’ – and inter-community cooperation projects in 10 clusters of communities. This is done by providing support aimed at improving the operation and structure of local governments in line with the changes brought by the National Decentralization Strategy. Moreover, JILDP assists in improving the capacity of LPAs to plan, implement and monitor their strategic plans and improve local public service delivery, engaging women and men from local community groups, including most vulnerable.

According to the Programme Document, the JILDP undertook to “Support the establishment of one-window approach for service provision in 10 clusters of communities”.

An LPA alone does not have the budget or the human and technical resources to provide para/legal, procurement, communication services etc. to population residing in those communities. An inter-community one-window information and service facility, conventionally referred to as “soft Inter-Community Cooperation”, is an alternative to the costly single community budget funding. Both the LPAs and the population can greatly benefit from this model. On one hand, by joining efforts, LPAs from clusters of communities could provide access and quality services without massive capital investments for wider groups of people. On the other hand, the community groups, women and vulnerable population living in the proximity of clusters of communities will benefit from the provision of local public services by inter-community hubs.

The examples of public services may include but not limited to:

- a) public information and services referral (interfacing with people, consulting and referring them to the right service-providers);
- b) public relations and communications (taking care of transparency, participation, public consultations, etc.);
- c) economic development and fundraising (“projects development”);
- d) community para/legal services;

- e) human rights and gender analysis of local decisions and provision of recommendations to the local decision-makers;
- f) social transportation services;
- g) procurement services /organization of public procurement etc..

Within this context, JILD/UN Women seeks a company/organisation that will conduct assessments, create and launch minimum three gender-sensitive and coordinated inter-community one-window information and service facilities in the target 10 clusters of communities within JILD.

The assistance is guided by the international and national standards, in compliance with the National Decentralization Strategy, the national and international best practices in the set-up, management and monitoring of entities similar to “one-window” type and fully in line with the Human Rights Based Approach (HRBA) and Gender Equality (GE) principles and UN Women guidance.

Objective, Scope of Work, Duties

The objective of this assignment is to facilitate the creation and launch of at least three (3) gender-sensitive and coordinated inter-community one-window information and service facilities, conventionally referred to as “soft Inter-Community Cooperation” in identified clusters of communities, the objective of these facilities being to provide access and quality local public services such as public information, para/legal, procurement and/or any others mentioned above depending on the needs of each cluster of communities, without massive capital investments, as alternative to the costly single budget funding for wider groups of population.

Within the scope of work, the company/organisation will have to undertake following key tasks:

Task 1: Undertake a desk review of normative and legal documents, LPA strategic documents, national and international UN Women and UNDP best practices in setting inter-community cooperation facilities and others;

Task 2: Based on the desk review, as a part of the feasibility studies, undertake a number of interviews and field visits in the JILD communities in order to identify areas and possible options for the functioning of the gender-sensitive and coordinated inter-community one-window information and service facilities. The findings of these studies conducted in each community will be included in a feasibility report and will provide basis for the development of the Guide on the set-up of sustainable inter-community one-window information and service facility;

Task 3: To facilitate the organization of a competitive selection of at least three (3) inter-community one-window information and service facilities;

Task 4: To facilitate launch of at least three (3) inter-community one-window information and service facilities.

Key Tasks / Deliverables and Timeframe

The selected company/organisation will be responsible for the following tasks and deliverables:

Task1:

- Conducting of a desk review and development of a detailed work plan endorsed by JILD. **Desk review** will include but will not be limited to the review of the normative and legal documents, LPA strategic documents, national and international UN Women and UNDP best practices in setting inter-community cooperation facilities, namely Joint Information and Service Bureaus (JISBs) developed within UN Women Women’s Economic Empowerment (WEE) Programme undertaken in 2010-2013, as well as UNDP/CoE IMC Toolkit Manual in Moldova and other advanced national and international experiences in accordance with legal framework as well as sectorial and national strategies. The desk review will also include a succinct mapping and list of such facilities internationally with locations and contact details. The Workplan will include Gantt chart with a detailed plan of tasks and deliverables of the present ToR.

Task 2:

- Developing, for each of the 10 clusters of communities, **feasibility studies** on the creation of inter-community one-window information and service facilities, in a highly participative way. The feasibility studies will be conducted based on a methodology for collection and assessment of information that includes but is not limited to visits, surveys, community meetings, interviews, focus groups with various stakeholders: LPAs, women, including those from vulnerable groups, other stakeholders of a cluster of community. The analysis will be succinct (maximum 5-7 pages per community) and will contain as a

minimum the following elements:

- a) Current services and a current and medium-term needs assessment of services to women and men, particularly most vulnerable;
 - b) Based on the needs assessment, identify areas of intervention/services that need to be addressed within the inter-community one-window information and service facilities;
 - c) The assessment of resources (material, technical, financial, human resources, etc.) and structures (entities, facilities, etc.) - existing and available pre-requisites in the cluster community for the set-up of inter-community one-window information and service framework;
 - d) A SWOT analysis for development of such a facility in each of the ten clusters, including legal most appropriate set-up, financial implications for its set-up, types of services that may be provided by it in a given community, mechanisms for management and monitoring of a potential inter-community one-window information and service facilities, alliance or joint projects of this community with other communities, the analysis of political context and socio-economic environment of the community.
- Based on the 10 feasibility studies for each of the cluster, develop a Concept of inter-community one-window information and service facilities to incorporate all the above mentioned aspects.
 - Based on the Concept note, develop a **Guide** for the set-up of sustainable inter-community one-window information and service facilities that will include but will not be limited to the following:
 - a) methodological Concept of a sustainable inter-community one-window information and service facility that will also include Principles of work, a list of services that may be provided in short, medium and long-term,
 - b) the description of legal and organisational options for the set-up of a sustainable inter-community one-window information and service facilities (the existing administrative bodies, Inter-Municipal Enterprise modality, an Inter-Community Association, etc.), the advantages and disadvantages of each of the options,
 - c) the methodology of the most optimal option of the service facility in 10 clusters and an assessment of the potential impact of such facility on community, women and vulnerable groups, the recommended minimum criteria for the set-up of such a facility, the legal, economical and technical requirements for the set-up of such a facility, staffing, modes of work.

Task 3:

Facilitation of a competitive selection of 3 inter-community one-window information and service facilities.

This task will include the following:

- Development of a draft Competition Guide (5-7 pages simple to use) and draft announcement for participating clusters; the dissemination amongst the 10 JILDLP clusters of the final version of the Guide and Announcement upon the final clearance by JILDLP;
- Organize and conducts pre-competition seminars (at least three: one in the North, one in the Center and one in the South of Moldova as per the list below) on the model of inter-community cooperation, as well as on the process of a competitive participation in a bidding for inter-community one-window information and service facilities, with all its technicalities. The tasks include, but are not limited to inviting participants (at least 40-50 persons per each of the regions: the North, the Center and the South), preparing and distributing hand-outs on the process of participation in the competition, Guide on setting up the one-windows, etc.;
- Organization of consultations and dialogues at inter-community level to identify prospective ideas for the one-window information and service facilities, organization of workshops with LPAs, service providers, NGOs to discuss and develop common vision and action plan for the establishment of the one-window information and service facilities;
- Provide technical assistance (through coaching and mentorship) to the interested communities on drafting project proposals for the competition.

Important Note: The selection of the 3 inter-community one-window information and service facilities will be undertaken by JILDLP (UNDP/UN Women), in accordance with UN rules.

Task: 4

Facilitate the implementation of the three inter-community one-window information and service facilities, to include but not limited to the following:

- Adapting the template of the statutory and framework documents (Charter / Statute / Regulation) to the

individual needs identified in the feasibility report of the cluster, including terms of reference for the staff, inter-community agreements, etc.;

- Advising and facilitating the intra-community decision-making processes to ensure financial and functional capacities (including budget allocations, services referral and accounting, etc.) of 3 inter-community one-window information and service facilities;
- Advising and facilitating on technical arrangements for the good functioning of the inter-community one-window information and service facilities, including arrangements relating to location, procurement of equipment, furniture, as well as assessment of other needs for the good functioning of the inter-community one-window information and service facilities, etc. (grants for the 3 facilities' relevant works and procurements will be assumed by JILD/UN Women, while the company / organization under the current ToR is expected to provide support in the process of identification of the relevant works and procurement items).

The 10 JILD clusters of communities where the above mentioned key tasks and activities will be undertaken are:

North:	Center:	South
1. Lipcani (Briceni)	1. Ciuciuleni (Hancesti)	1. Congaz (Gagauzia)
2. Chetrosu (Drochia)	2. Razeni (Ialoveni)	2. Gura Galbenei (Cimislia)
3. Chiscareni (Singerei)	3. Peresecina (Orhei)	3. Ermoclia (Stefan Voda)
4. Corlateni (Riscani)		

Deliverables and timeframe

No	Deliverables	Time Period	Approximate share of work and deadline	Tentative schedule of payments
Under Task 1				
1.1	A detailed methodology and work plan for the entire assignment.	Within 5 days after signing the contract	10%	By early January, 2014
1.2	Interim report with the results of the desk review.	Within 10 days after signing the contract	10%	By end-January 2015
1.3	Final report with the results of the desk review	Within 15 days after signing the contract	5%	
Under Task 2				
2.1	Draft of the Feasibility Report for 10 clusters of communities	Within 10 weeks after signing the contract	5%	By mid, end February 2015
2.2	Draft Guide on the inter-municipal one window drafted	Within 12 weeks after signing the contract	5%	
2.3	Final Feasibility Report for 10 clusters of communities as per the task 2.1	Within 12 weeks after signing the contract	5%	
2.4	Final Guide on the inter-municipal one window as per task 2.2	Within 12 weeks after signing the contract	5%	
Under Task 3				
3.1	Development of draft competition guide, announcement and seminar Concept	Within 16 weeks after signing the contract	5%	By mid April 2015
3.2	Final competition guide, competition announcement, seminar Concept and agenda and materials (presentations, hand-outs, etc.)	Within 17 weeks after signing the contract	10%	
3.3	At least 3 seminars organised in the JILD communities as per ToR above	Within 18 weeks after signing the contract	5%	
3.4	Report on task 3: competition guide, seminars, materials, signed lists of participants, etc.	Within 20 weeks after signing the contract	5%	
Under Task 4*				

No	Deliverables	Time Period	Approximate share of work and deadline	Tentative schedule of payments
4.1	Report on the assistance with the development of individualized statutory and framework documents (Charter / Statute / Regulation) and budgets with the relevant allocations for the first inter-community one-window information and service facility in the first one of 3 regions	Within 24 weeks after signing the contract*	10%	By mid September 2015
4.2	Assistance with the development of individualized statutory and framework documents (Charter / Statute / Regulation) and budgets with the relevant allocations for the second inter-community one-window information and service facility in the second one of 3 regions	Within 26 weeks after signing the contract*	5%	
4.3	Assistance with the development of individualized statutory and framework documents (Charter/Statute/Regulation depending on the organizational framework) and budgets with the relevant allocations for the third inter-community one-window information and service facility in the third one of 3 regions	Within 28 weeks after signing the contract*	5%	
4.4	Interim report on set-up of at least three inter-community one-window information and service facilities	Within 30 weeks after signing the contract*	5%	
4.5	Final report on the assignment and set-up of at least three inter-community one-window information and service facilities	Within 41 weeks after signing the contract	5%	
	Total		100%	

All the deliverables should be agreed with the UN Women Programme Analyst and be provided in English, hard and electronic copy.

Note: The indicated tentative timeframe has been estimated as being sufficient/feasible for the envisaged volume of work to be completed successfully and is proposed as a guideline for the duration of the assignment. It cannot and shall not be used as criteria for completion of work/assignment. The provision of envisaged deliverables approved by the Project shall be the only criteria for Company's work being completed and eligible for payment/s.

***In relation to the competition of deliverables of Task 4, the schedule might be changed due to the changes and political and context of the communities (the local elections are supposed to take place in June-July 2014)**

The company / organisation is expected to submit the final report with description of the activities and results on each of the above tasks, as well as analytical and practical recommendations on further steps by 15 September 2015.

All deliverables should be submitted to the JILDLP Programme Analyst. The reports and other deliverables should be written in Romanian, in a succinct and user-friendly language.

Management arrangements

Organisational Setting: The company /organisation will work under the direct supervision and guidance of JILDLP / UN Women Programme Analyst, and will participate in all working meetings set by JILDLP / UN Women. The company /organisation is expected to provide a number of highly qualified consultants/experts for this specific assignment, with appropriate skills and expertise.

The Head of the company /organisation will liaise at all times with JILDLP / UN Women Programme Analyst, who will provide advice, guidance and information, as appropriate.

The assignment does not require full-time presence at JILDLP/UN Women programme's premises.

Inputs

UN Women will provide the company/organisation with the necessary information and materials for a better understanding of the context and for the successful fulfillment of the tasks.

Duration of the Work:

It is expected that the company/organisation begins work on 15 December 2014 and completes the work before 30 August 2015. The submission of all specified deliverables is due by 15 September 2015.

Travel and other logistic arrangements

Travel outside duty station (Chisinau), other administrative costs, and all logistical arrangements are the responsibility of the company/organisation.

The company/organisation will also be responsible for all administrative issues associated with undertaking this assignment, including all consultations and meetings.

Performance evaluation

Company/organisation's performance will be evaluated against such criteria as: timeliness, responsibility, initiative, communication, accuracy, and quality of the products delivered.

Financial arrangements

Payment will be disbursed in five (5) instalments upon submission and approval of deliverables by the JILDP /UN Women Programme Analyst that the services have been satisfactorily performed, as per below schedule:

Delivery 1 of Task 1 - 10% of the contract amount;

Deliveries 2 and 3 of Task 1 - 15% of the contract amount;

Task 2 – 20% of the contract amount;

Task 3 - 25% of the contract amount;

Task 4 - 30% of the contract amount.

Requirements:

The following minimum criteria shall be applied to company/organisation:

1. Officially registered legal entity as per Republic of Moldova's regulations;
2. At least 5 years of previous experience of work with LPAs on service provision, facilitation of community dialogue;
3. At least 5 years experience in undertaking reviews, analysis, assessments and other similar exercises as required by the ToR;
4. Experience on rights-based or gender-responsive services is an advantage;
5. Experience on inter-community cooperation is an advantage;
6. Experience of collaboration with UN agencies/donors/international organisations is an advantage;
7. Experience in projects/ assignments similar to the one of the ToR (i.e. number and type of similar services / products produced in the past) is an advantage;
8. General organisational capability which is likely to affect implementation (i.e. technical and human resources skills of successful implementation of the assignment);
9. Adherence to UN/UN Women general terms and conditions of payment and work.

The following minimum requirements shall be applied to the team:

Team Leader

- Education: minimum BA degree in economics, finance, management, social studies, public administration or any other related field.
- Experience:
 - Minimum 2 years of team/group leader/manager in undertaking similar exercise;
 - Minimum 2 years of professional experience in developing coordinated service provision at the LPA level;

- Minimum 2 years of professional experience in undertaking assessments, making appropriate recommendations.
- Language requirements:
 - Fluency in Romanian, Russian and English.
- Other:
 - Knowledge of rights-based or women’s economic empowerment context;
 - Knowledge of LPAs on service provision, facilitation of community dialogue;
 - Experience with UN or other organisations, including donors and or other stakeholders.

Team members

- Education: minimum BA degree in economics, finance, management, social studies, public administration or any other related field.
- Experience:
 - Minimum 2 years of professional experience in desk review, analysis and report writing in the area of assignment.
- Language requirements:
 - Fluency in Romanian and Russian.
- Other:
 - Knowledge of women’s economic empowerment context;
 - Knowledge of LPA environment Experience with UN or other organisations, including donors and or other stakeholders.

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 used 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 21 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 21 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 under **RFP14/___: Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILD/UN Women)** 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 one hundred and twenty (120) 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 _____

E. Signature

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details: _____

[Please mark this letter with your corporate seal, if available]

Annex IV

PRICE SCHEDULE

The Contractor is asked to prepare the Financial Proposal as a separate envelope (or PDF file) from the rest of the RFP response as indicated in Section D paragraph 14 of the Instruction to Offerors.

The 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 Financial Proposal should include figures for both purchase and lease/rent options. UN Women reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Price Schedule: RFP14/421: Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILDP/UN Women)

A. Cost Breakdown per Deliverables

SN	Deliverables <i>[list them as referred to in the ToR]</i>	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Deliverable 1		
2	Deliverable 2		
3	Deliverable 3		
	Deliverable		
	Total	100%	MDL

**Basis for payment tranches*

B. Cost Breakdown by Resources

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UN Women shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties agreed to add new deliverables to the scope of Services.

Description of Activity/Item		Number of personnel	Monthly Rate	Period of Engagement	Total Amount
1.	Personnel services				
1.1	Services from Home office				
	Expertise 1				
	Expertise 2				
1.2	Services from Overseas				

	Expertise 1				
	Expertise 2				
2.	Out of pocket expenses				
2.1	Travel				
2.2	Per Diem Allowances				
2.3	Communications				
2.4	Reproduction and Reports				
2.5	Equipment and other items				
3.	Other related costs				
	(specify)				

Annex V

Consortium / Joint venture / Association form

RFP14/0092/ Consultancy services for company/organisation to conduct feasibility study on establishment of gender-sensitive and coordinated inter-community one-window information and service facilities and pilot the initiative (JILD/UN Women)

JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

(to be completed and returned with your technical Proposal or Bid. The Bid/Proposal is submitted as a Joint Venture/Consortium/Association)

JV / Consortium/ Association Information	
Name	
Names of each partner and contact information (address, telephone numbers, fax numbers, e-mail address)	
Name of leading partner (with authority to bind the JV, Consortium, Association during the Bidding process and, in the event a Contract is awarded, during contract execution)	
Proposed proportion of responsibilities between partners (in %) with indication of the type of the Services/Goods/Works to be performed by each	

Signatures of all partners of the JV:

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UN-Women for the fulfillment of the provisions of the Contract.

Name of partner: _____ Name of partner: _____
 Signature: _____ Signature: _____
 Date: _____ Date: _____

Name of partner: _____ Name of partner: _____
 Signature: _____ Signature: _____
 Date: _____ Date: _____

ANNEX VI
MODEL INSTITUTIONAL SERVICES CONTRACT OR PROFESSIONAL SERVICES CONTRACT

This Contract dated [date] is made

BETWEEN

The UNITED NATIONS ENTITY FOR GENDER EQUALITY AND THE EMPOWERMENT OF WOMEN, a composite entity of the United Nations established by the United Nations General Assembly by its resolution 64/289 of 2 July 2010, with its Headquarters at 220 East 42nd Street, New York, NY 10017, USA (hereinafter referred to as “UN Women”);

and

[official name of company in full], duly incorporated or organized under the laws of [country], with its registered offices at [address] (hereinafter referred to as “the Contractor”);

(Both hereinafter separately and jointly referred to as the “Party” or the “Parties”).

WITNESS

WHEREAS, UN Women wishes to obtain the services of the Contractor as set forth below (the “Services”) in accordance with the terms and conditions set forth in this Contract (as defined below); and

WHEREAS, the Contractor represents that it possesses the requisite knowledge, skill, personnel, resources and experience and that it is fully qualified, ready, willing, and able to provide such services in accordance with the terms and conditions set forth in this Contract.

NOW THEREFORE, in consideration of the mutual promises and covenants herein contained, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

Article 1
Contract Documents

1.1 This document and the documents listed below (“Contract Documents”) constitute the entire agreement between the Parties with regard to the subject matter hereof (“Contract”):

- 1.1.1 UN Women General Conditions of Contract—Contracts for the Provision of Services, annexed hereto as Annex A (“General Conditions”);
- 1.1.2 Terms of Reference, annexed hereto as Annex B (“ToR”) [*Include a Terms of Reference setting forth the description of the Services to be procured, clearly evidencing your requirements.*]
- [1.1.3 Fee Schedule (the “Fee List”)]; [and]
- [1.1.4 Form of Performance Security]; [and]
- [1.1.5 other annexes that may be relevant]

1.2 The Contract Documents are complementary of one another but,

- 1.2.1 First, this document;
- 1.2.2 Second, Annex A;
- 1.2.3 Third, Annex B;
- [1.2.4 Fourth, Annex C;]
- [1.2.5 Fifth, Annex D;] [and]
- [1.2.6... other Annexes]

1.3 This Contract embodies the entire agreement of the Parties with regard to the subject matter hereof and supersedes all prior representations, agreements, contracts and proposals, whether written or oral, by and between the Parties on this subject. No promises, understandings, obligations or agreements, oral or otherwise, relating to the subject matter hereof exist between the Parties except as herein expressly set forth.

1.4 Any notice, document or receipt issued in connection with this Contract shall be consistent with the terms and conditions of this Contract and, in case of any ambiguity, discrepancy or inconsistency, the terms and conditions of this Contract shall prevail.

1.5 This Contract, and all documents, notices and receipts issued or provided pursuant to or in connection with this Contract, shall be deemed to include, and shall be interpreted and applied consistently with, the provisions of Article 16 (Settlement of Disputes) and Article 17 (Privileges and Immunities) of the General Conditions.

Article 2
Effective Date and Term

2.1 This Contract shall take effect on the date both Parties have signed this Contract or if the Parties have signed it on different dates, the date of the latest signature (the "Effective Date").

2.2 This Contract shall remain in effect until [date]/[for a period of time] from the Effective Date], unless earlier terminated in accordance with the terms of this Contract (the "Initial Term"). The United Nations may, at its sole option, extend the Initial Term of this Contract, under the same terms and conditions as set forth in this Contract, for a maximum of [number] additional period[s] of up to [time period] each (the "Extended Term"). The UN shall provide a written notice of its intention to do so at least [number] days prior to the expiration of the then Initial Term.

Article 3
Representations and Warranties

- 3.1 The Contractor represents and warrants that:
- 3.1.1 it is duly organized, validly existing and in good standing;
 - 3.1.2 it has all necessary power and authority to execute and perform this Contract;
 - 3.1.3 the execution and performance of this Contract will not cause it to violate or breach any provision in its charter, certificate of incorporation, by-laws, partnership agreement, trust agreement or other constituent agreement or instrument;
 - 3.1.4 this Contract is a legal, valid and binding obligation, enforceable against It in accordance with its terms;
 - 3.1.5 all of the information it has provided to UN Women concerning provision of the Services pursuant to this Contract is true, correct, accurate and not misleading;
 - 3.1.6 it is financially solvent and is able to provide the Services to UN Women in accordance with the terms and conditions of the Contract;

[Optional] [3.1.7 Include any other relevant representations and warranties regarding the Contractor that are appropriate for the Services to be provided under this Contract.]

Article 4
Obligations of the Contractor

OPTION 1 (DELIVERABLES SCHEDULE)

4.1 The Contractor shall perform the services described in the ToR (the "Services"), in accordance with the terms and conditions of this Contract.

4.2 The Contractor shall submit to UN Women the deliverables specified hereunder according to the following schedule:

[LIST DELIVERABLES]	[INDICATE DELIVERY DATES]
[e.g.	
Progress report	.././....
.....	.././....
Final report	.././....]

4.3. The Parties acknowledge that nothing in this Contract commits, or shall be construed as committing, UN Women to deal with the Contractor as an exclusive or sole-source supplier of the Services.

4.4 All reports shall be written in the English language, and shall describe in detail the services rendered under the Contract during the period of time covered in such report. All reports shall be transmitted by the Contractor by [*mail, courier and/or fax*] to the address specified in Article 17 (Notices) below.

4.5 The Contractor and its Personnel (as defined in Article 4.12 below) shall perform the Services under this Contract with the necessary care and diligence, and in accordance with the highest professional standards.

4.6 Except as expressly provided in this Contract, the Contractor shall be responsible at its sole cost for providing all the necessary Personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the Services under this Contract.

4.7 The Contractor shall be responsible for obtaining, at its own cost, all licenses, permits and authorizations from governmental or other authorities necessary for the performance of this Contract.

4.8 The Contractor acknowledges that (i) UN Women shall have no obligation to provide any assistance to the Contractor in performing the Services other than as expressly set forth herein and in particular the ToR; and (ii) UN Women makes no representations as to the availability of any facilities or equipment which may be helpful or useful for performing the Services.

4.9 The Contractor shall at all times keep the premises free of accumulation of waste materials or rubbish caused by its operations. At the completion of the Services, the Contractor shall remove all its waste materials, rubbish, tools, equipment, machinery and surplus materials from, on and around the premises. If the Contractor fails to clean up the premises upon the completion of the Services, the UN may do so, and the Contractor shall be liable for the costs thereof.

4.10 In addition to its obligations under Article 25 (Observance of the Law) of the General Conditions, the Contractor shall be aware of and shall comply with all applicable international standards and local labor laws, ordinances, rules, and regulations pertaining to the employment of local and international staff in connection with the Services in countries where Services will be performed and the country where the Contractor is incorporated, including, without limitation, laws, ordinances, rules and regulations associated with the payment of the employer's portions of income tax, insurance, social security, health insurance, worker's compensation, retirement funds, severance or other similar payments.

4.11 Except as expressly provided in this Contract, the Contractor shall be responsible at its sole cost for providing all the necessary personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the Services under this Contract.

4.12 Without limiting and further to Articles 2.1 and 2.2 of the General Conditions, the Contractor shall supervise and be fully responsible and liable for all work and services performed by its personnel, employees, officials, agents, servants, representatives and sub-contractors (or any of those sub-contractors' personnel, employees, officials, agents, servants and representatives) ("Personnel") and for their compliance with the terms and conditions of this Contract. The Contractor shall ensure that all Personnel performing Services under this Contract are qualified, reliable, competent, properly trained, and conform to the highest standards of moral and ethical conduct.

4.13 Without limiting and further to the General Conditions, the Contractor shall be fully responsible and liable for, and UN Women shall not be liable for (i) any action, omission, negligence or misconduct of the Contractor or its Personnel, (ii) any insurance coverage which may be necessary or desirable for the purpose of this Contract, or (iii) any costs, expenses, or claims associated with any illness, injury, death or disability of the Contractor's Personnel. The obligations under this Article do not lapse upon expiration or termination of this Contract.

4.14 The Contractor shall maintain for the term of the Contract detailed financial records, which clearly identify all funds received from UN Women and expended by the Contractor for the implementation of the Contract. The Contractor shall ensure that adequate systems of internal control are put in place to ensure that the financial management of this Contract is conducted with the highest level of due diligence.

4.15 In addition to its obligations under Article 20 (Audits and Investigations) of the General Conditions, the Contractor shall promptly notify UN Women of any legitimate suspicion on the part of the Contractor of fraudulent or corrupt activities or other wrongdoing by UN Women personnel, Contractor's personnel (including its agents or subcontractors) or by other third parties through UN Women. Such notification shall be sent to UN Women in accordance with Article 18 (Notices) of this Contract. The Contractor acknowledges and agrees that this Article 4.15 is an essential term of the Contract and that any breach of this provision shall entitle UN Women to terminate the Contract or any other contract with UN Women immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

4.16 The Contractor expressly acknowledges and agrees that Article 25 (Observance of the Law) of the General Conditions includes, but is not limited to, Contractor's obligation to undertake all reasonable efforts to ensure that: (a) none of the UN Women funds received under this Contract are used to provide support to individuals or entities associated with terrorism, and (b) the recipients of any amounts provided by UN Women hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision, as well as Article 25 (Observance of the Law) of the General Conditions, must be included in all sub-contracts or sub-agreements entered into by Contractor under this Contract.

4.17 Without limiting and in addition to Article 2.6 of the General Conditions, the Contractor shall ensure that its Personnel abide by all security regulations, policies and procedures of UN Women.

4.18 Without limiting and further to Article 6 (Insurance and Liability) of the General Conditions, the foregoing provisions of this Article 4, and Article 8 (Insurance) below, the Contractor shall ensure that all of its Personnel used to perform the Services in connection with this Contract are (i) medically fit to perform such Services, and (ii) adequately covered by insurance for any service-related illness, injury, death or disability. The Contractor shall submit proof of such medical fitness and such insurance satisfactory to the UN before commencing any Services under this Contract."

4.19 *The Contractor shall perform the Services using the personnel listed as key personnel below: [List (collectively, the "Key Personnel").]*

**Article 5
Contract Price**

OPTION 1 (FIXED FEE)

5.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UN WOMEN shall pay the Contractor a total fixed fee of _____ [*insert currency & amount in figures and words*].

5.2 The fee for the Services provided in Article 5.1 shall remain firm and fixed during the term of the Contract.

5.3 Without prejudice to or limiting the provisions of Article 18 (Tax Exemption) of the General Conditions, the fee for the Services provided hereunder is inclusive of all costs, expenses, charges or fees that the Contractor may incur in connection with the performance of its obligations under the Contract, including, all taxes, duties, levies, fees and other charges of any nature imposed by any authority or entity.

5.4 UN Women shall effect payments to the Contractor in accordance with Article 7 (Time and Manner of Payment) below against the Contractor's invoices meeting the requirements of this Article and Article 6 (Submission of Invoices) below. Such invoices are to be submitted only upon achievement of the corresponding milestones and for the following amounts:

<u>MILESTONE</u>	<u>AMOUNT</u>	<u>TARGET DATE</u>
Upon...../...
...../...

Invoices shall indicate the milestones achieved and corresponding amount payable, and shall include such supporting documentation as UN Women may require.

5.5 All stipends and other allowances, if any, to be paid by UN Women are to be compensated for at rates specified in the Contract, and if not so specified, at rates not to exceed any current rates for the stipend or allowance in question applicable to UN Women.

Article 6
Submission of Invoices

6.1 The Contractor shall submit to UN Women an original copy of its invoices for all Services supplied to the UN Women in accordance with this Contract, together with such supporting documentation as is required in the preceding Article 5 (Contract Price), as follows:

[Insert address and contact details for submission of invoices].

6.2 Without limiting the requirements regarding invoices in Article 5 (Contract Price), above, the Contractor's invoices shall specify, at a minimum, a description of the Services performed in accordance with the Contract, the unit prices in accordance with the Fee Schedule and the total price of the Services.

Article 7
Time and Manner of Payment

7.1 Payments under this Contract shall be made to the Contractor thirty (30) days from receipt of the Contractor's invoice and supporting documentation and certification by UN Women that the Services represented by the invoice have been provided and that the Contractor has otherwise performed in conformity with the terms and conditions of this Contract, unless UN Women disputes the invoice or a portion thereof. All payments due to the Contractor under this Contract shall be made by electronic funds transfer to the Contractor's bank account, the details of which have been notified by the Contractor, as follows:

- (d) Name of Bank:
- (e) Bank Address:
- (f) Bank ID:
- (g) Account No:
- (h) Title/name:
- (i) Currency of Payment:
- (j) Currency of Bank Account:
- (k) Type of Account:

7.2 Payments made in accordance with this Article shall constitute a complete discharge of UN Women's obligations with respect to the relevant invoices or portions thereof.

7.3 Payments effected by the UN Women to the Contractor shall not relieve the Contractor of its obligations under this Contract and shall not be deemed to be acceptance by UN Women of the Contractor's performance.

7.4 The Contractor acknowledges and agrees that UN Women may withhold payment in respect of any invoice in the event that, in the opinion of UN Women, the Contractor has not performed in accordance with the terms and conditions of this Contract, or if the Contractor has not provided sufficient documentation in support of the invoice.

7.5 If UN Women disputes any invoice or a portion thereof, UN Women shall notify the Contractor accordingly, including a brief explanation of why UN Women disputes the invoice or portion thereof. With respect to disputes regarding only a portion of the invoice, UN Women shall pay the Contractor the amount of the undisputed portion in accordance with Article 7.1 above. UN Women and the Contractor shall consult in good faith to promptly resolve outstanding issues with respect to any disputed invoice. Once a dispute regarding an invoice or a portion thereof has been resolved, UN Women shall pay the Contractor the relevant amount within thirty (30) days after the final resolution of such dispute.

7.6 In addition to any rights and remedies available to it, and without prejudice to any other rights or remedies that UN Women may have under this Contract, UN Women shall have the right, without prior notice to the Contractor, any such notice being waived by the Contractor, upon any amounts becoming due and payable hereunder to the Contractor, to set off, against any amount payable by UN Women under this Contract, any payment, indebtedness or other claim (including, without limitation, any overpayment made by UN Women to

the Contractor) owing by the Contractor to UN Women hereunder or under any other contract or agreement between the Parties. UN Women shall promptly notify the Contractor of such set-off and the reasons therefore, provided, however, that the failure to give such notice shall not affect the validity of such set-off.

7.7 The Contractor shall not be entitled to interest on any late payment or any sums payable under this Contract nor any accrued interest on payments withheld by UN Women in connection with a dispute.

Article 8

Review; Improper Performance

8.1 UN Women reserves the right to review and inspect (including the performance of tests, as appropriate) all Services performed by the Contractor under this Contract, to the extent practicable, at all reasonable places and times during the term of this Contract. UN Women shall perform such review and inspection in a manner that will not unduly hinder the performance of the Services by the Contractor. The Contractor shall cooperate with all such reviews and inspections by UN Women, at no cost or expense to UN Women.

8.2 If any Services performed by the Contractor do not conform to the requirements of this Contract, without prejudice to and in addition to any of UN Women's other rights and remedies under this Contract or otherwise, UN Women shall have the following options, to be exercised in its sole discretion:

8.2.1 If UN Women determines that the improper performance can be remedied by way of re-performance or other corrective measures by the Contractor, UN Women may request the Contractor in writing to take, and the Contractor shall take, at no cost or expense to UN Women, the measures necessary to re-perform or take other appropriate actions to remedy the improperly performed Services within *[number]* days after receipt of the written request from UN Women or within such shorter period as UN Women may have specified in the written request if emergency conditions so require, as determined by UN Women in its sole discretion.

8.2.2 If the Contractor does not promptly take corrective measures or if UN Women reasonably determines that the Contractor is unable to remedy the improper performance in a timely manner, UN Women may obtain the assistance of other entities or persons and have corrective measures taken at the cost and expense of the Contractor. In addition, in the event of UN Women obtains the assistance of other entities or persons, the Contractor shall cooperate with UN Women and such entity or person in the orderly transfer of any Services already completed by the Contractor.

8.2.3 If UN Women, in its sole discretion, determines that the improper performance cannot be remedied by re-performance or other corrective measures by the Contractor, UN Women, at the UN's sole discretion, may terminate the Contract in accordance with Articles 13.1 or 13.2 (second sentence) of the General Conditions, without prejudice to and in addition to any of its other rights and remedies under this Contract or otherwise.

8.3 Neither review nor inspection hereunder, nor failure to undertake any such review or inspection, shall relieve the Contractor of any of its warranty or other obligations under this Contract.

Article 9

Special Conditions

Advance Payments

9B.1 The advance payment to be made upon signature of the contract by both parties is contingent upon receipt and acceptance by UN Women of a bank guarantee (valid for the duration of the contract) or certified check for the full amount of the advance payment issued by a Bank and in a form acceptable to UN Women.

9B.2 The amounts of the payments referred to under Article 5 (Contract Price) above shall be subject to a deduction of _____ *[insert percentage that the advance represents over the total price of the contract]* % (... percent) of the amount accepted for payment until the cumulative amount of the deductions so effected shall equal the amount of the advance payment.

9B.3 Any interest earned by the Contractor on an advance payment by UN Women shall be specifically accounted for and paid by the Contractor to UN Women, by means of deductions from the Contractor's invoices or by such other means as UN Women may direct.

Liquidated Damages

9D.1 The Contractor acknowledges the requirement of UN Women that the Services be performed in accordance with the ToR. In particular, UN Women will suffer both financial loss and inconvenience as a result of late performance. The Contractor therefore acknowledges that time is of the essence in relation to the provision of the Services.

9D.2 In the event of the Contractor's failure to comply with the time periods in the Contract, without prejudice to any other rights or remedies that UN Women may have under this Contract or otherwise, United Nations may, at its sole option, demand liquidated damages for such delay ("Liquidated Damages"). Such Liquidated Damages shall be *[percentage of payable amount, or any other amount representing a reasonable pre-estimate of damages to be suffered by UN Women for the Contractor's delay]*, for each *[period of time]* of delay beyond the date upon which the Services were due to have been completed.

9D.3 The Parties agree that any rights to terminate this Contract shall have no effect on UN Women's right to claim Liquidated Damages pursuant to this Article.

9D.4 UN Women shall have the right to deduct any Liquidated Damages to which it is entitled under the terms of this Contract from any monies due from UN Women to the Contractor, or to recover the same as a debt due from the Contractor.

9D.5 Liquidated Damages shall be payable by virtue of the sole fact of the delay without the need for any previous notice or any legal or arbitral proceedings, or proof of damage, which shall in all cases be considered as ascertained.

Article 10

Notices

10.1 Except as otherwise specified in this Contract, all notices and other communications between the Parties required or contemplated under this Contract shall be in writing and shall be delivered either by: (i) personal delivery; (ii) recognized overnight delivery service; (iii) postage prepaid, return receipt requested, certified mail; or (iv) confirmed facsimile, transmitted to the Party for whom such notice or communication is intended, at the address or facsimile number shown below, or such other address or number as the intended recipient previously shall have designated by written notice given pursuant to this Contract:

If to the Contractor:

[Please insert address of Contractor]

Attn: *[name/title]*

Fax: *[number]*

Email: *[email]*

If to the UN Women:

[Please insert address of UN Women]

Attn: *[name/title]*

Fax: *[number]*

Email: *[email]*

10.2 Notices and other communications required or contemplated by this Contract delivered by mail or recognized overnight delivery service shall be effective on the date they are officially recorded by the postal or delivery service as delivered to (or refused by) the intended recipient by return receipt or equivalent. Such notices and other communications delivered by facsimile shall be deemed to have been delivered to and received by the addressee, and shall be effective, on the date indicated on the facsimile confirmation. Such notices and other communications delivered in person shall be effective on the date of actual receipt.

Article 11

Amendment

Any modification to this Contract shall be in accordance with Article 19 (Modifications) of the General Conditions.

Article 12

Miscellaneous

12.1 Without limiting the provisions of Article 19 (Modifications) of the General Conditions, no terms or provisions of this Contract shall be deemed waived and no breach excused, unless such waiver or excuse shall be in writing and signed by the Party giving the waiver or excuse. No consent to, or excuse or waiver of, a breach of this Contract shall constitute a consent to, or excuse or waiver of, any other subsequent breach.

12.2 If any provision of this Contract shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.

12.3 Headings and titles used in this Contract are for reference purposes only and shall not be deemed a part of this Contract for any purpose whatsoever.

12.4 This Contract may be executed in any number of counterparts, each of which shall be deemed an original and all of which taken together shall be deemed to constitute one and the same instrument.

12.5 Unless the context otherwise clearly indicates, all references to the singular herein shall include the plural and vice versa.

12.6 This Contract and everything herein contained shall inure to the benefit of, and be binding upon, only the Parties and their respective successors and permitted assigns.

IN WITNESS WHEREOF, the Parties have, through their authorized representatives, executed this Contract on the date herein below written.

FOR [NAME OF CONTRACTOR]

FOR UN WOMEN

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

