

Date: [9 November 2020]

**REQUEST FOR QUOTATION  
RFQ N° UNFPA/ASRO/RFQ/20/009**

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**UNFPA YOUTH PORTAL, Youth Platform (Minassaty)  
&  
Digital Tool**

UNFPA requires the provision of establishing:

**I. UNFPA YOUTH PORTAL, Youth Platform (Minassaty):**

**Portal Specs**

1. Languages: multilingual. Arabic, English, and French are covered in the current phase.
2. Access: information is available to all. Registration is not required for normal viewing
3. SEO: content framework will be SEO ready to enhance the possibility of search engine traffic to the portal.
4. Layout: responsive to meet the standards of mobile browsing.

**Suggested technologies and languages used:**

An open-source technology stack is expected to be used for developing the proposed platform. Here is a partial list of technology that is expected to be used:

- Off-the-shelf Content Management System (e.g. Drupal, Joomla, WordPress, etc)
- Web Development Language (e.g. GO, PHP, Python, Java, JavaScript, etc.)
- Database (e.g. MySQL, PostgreSQL, MariaDB, etc.)
- User Interface: HTML5, Bootstrap and JQuery

**More detailed platform technical info**

- 1- Meta Tags to be implemented on the web pages level.
- 2- Robots.txt and Sitemap.xml files to be hosted at the root of the website.
- 3- The website speed performance to be high as an important factor to test and evaluate in (GTmetrix) website as “Google friendly” and to be determined on high rank on SERP (Search Engine Results Page). SEO
- 4- The content of the web pages to be structured according to an optimized tree of tags.
- 5- To optimize the URL structure to allow us to present meaningful URLs for search engines by integrating terms and detect a web page theme.
- 6- Adjust the website content to mobile devices and make it visible and easier to read.
- 7- Website images to be optimized properly to get a good position in the results with an image linked to the activity for the assurance of acquiring qualified and potentially important traffic in the search.
- 8- Use keywords related to each category for optimizing the search.
- 9- Google analytics script must be implemented to analyze the website traffic performance.
- 10- To be able to gather data and add filters such as Gender, Age, Region, Area of Interest etc, in order

## **Integrations**

- To integrate the system with the UNFPA website.
- The general users are expected to authenticate to the platform. It is preferred that they authenticate using their credentials from one of the popular social media platforms (Gmail, Facebook, Twitter, etc.). Therefore, integration with popular social media authentication platforms will be required.

## **II. Digital Tool:**

The project serves primarily to showcase YFS Educational Content and list existing Youth Friendly Services in the Region, but also create a continuous YFS onboarding system.

The Tool Development company will:

- Design the “Shabab IT” Brand and Visuals, and the Tool: Logo, Social Media Post Templates, Website, and Mobile Tool Visuals, High Fidelity Prototype of Web and Mobile Apps...
- Develop the Web Digital Tool: A Web Progressive and Responsive Platform with Login Capacity.
- Develop the Mobile Digital Tool: Mobile App for Offline Visioning of Educational Content (Video, Infographics, ToolKit). On Android and IOS, either Native or Full-Stack JavaScript.
- Note, - - Online Personal Use: Youth with direct access to the internet anywhere in the region can browse the platform through the Web or Mobile Version for educational content and, listed Youth Friendly Services, and share their feedback and ratings. - Offline personal use: Youth with limited physical internet access can download an offline version of educational content for subsequent offline use. - Offline Group/Youth Space Use: Youth in underprivileged communities (e.g. refugees, immigrants, rural dwellers, etc) lacking internet can access the Web version of Shabab It at Youth and Sports Centres, NGOs, Youth Initiatives, and other local partner-run locations
- Mobile app available on mobile app stores for Android and apple
- Setup Maintenance for 3 years.
- Language: Arabic, French, and English

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver the requested, or through an authorized representative.

## **I. About UNFPA**

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#)

## **Service Requirements:**

### **UNFPA YOUTH PORTAL, Youth Platform (Minassaty):**

The system needs to be flexible in terms of future scaling up, easy to use, able to handle the expected traffic and conforms to different cultural differences that we have in our region. Additionally, its hosting needs to comply with the policy of the UN.

#### **System objectives**

- Overcome the inefficiency problem due to the scattered efforts across the region.
- Include as many young people as possible (who are more than 100 M in the region).
- Empower young people by giving them the tools to connect, communicate and initiate.
- Staff are looking for tools to organize the operation, especially since there are many parties involved and an ever-increasing amount of data and initiatives present.
- Partners should be able to publish opportunities and events.
- Youths should be able to share their initiatives and get notified with different opportunities and events.
- The portal needs to be well prepared to allow the Google search engine to drive traffic to it as the sustainable income is expected to come from advertising and sponsorship. Both of them require traffic.
- Be a tool for advocacy for youth

#### **Portal Specs**

- Languages: multilingual. Arabic, English, and French are covered in the current phase.
- Access: information is available to all. Registration is not required for normal viewing
- SEO: content framework will be SEO ready to enhance the possibility of search engine traffic to the portal.
- Layout: responsive to meet the standards of mobile browsing.

User Types: The platform is expected to have three types of users:.

- UN Staff
- Partners
- General Users

Privileges:

Staff privileges: Users with “staff” privileges are expected to have access to manage users, initiatives, news, events, articles, photos/videos, etc. Following are most of the functions that these users are expected to perform:

1. Add and Control Users: List users, filter them, search them and control them (modify, block).
2. Add and control partners (modify, delete).
3. List initiatives and control them (approve, reject, modify, delete).
4. List pending comments on all types of content and manage them (approve, reject, modify, delete).
5. Add and manage news/updates.
6. Add and manage opportunities.
7. Add and manage events.
8. Add and manage articles.
9. Add and manage photos and videos.
10. Manage the home page slider.
11. Manage the advertising banners.
12. Manage the static pages (about us, TOS, etc.).
13. Email all users or a filtered group of them.

14. Email all partners or a filtered group of them.
15. See a log of staff actions on the portal

General Users: This set of users represents public users who are expected to access the portal with limited access. Following are most of the functions that these users are expected to perform:

1. Register to the portal.
2. Modify and prepare a profile page.
3. Add and manage initiatives. Initiatives are queued waiting for staff approval.
4. Add and manage articles. Articles are queued for staff approval.
5. Add and manage events. Events are queued for staff approval.
6. Add and manage photos and videos. Photos and videos are queued for staff approval.
7. Browse the portal in the language of choice. Content that has no translation will be shown in its original language or will be hidden.
8. Browse, filter and search opportunities. The filter includes the location (countries), type and industry.
9. Browse and search events.
10. Browse and search news.
11. Browse and search articles.
12. Browse and search photos and videos.
13. Contact the platform (contact us section)
14. Comment on any type of content. Comments are queues pending staff approval.
15. Add different articles/opportunities to a personal favorites page.
16. Search by Country
17. Ability to share on social media platforms

Partners: These are the “invited” users who are expected to work with the UN staff to maintain some of the content on the portal. Following are most of the functions that these users are expected to perform:

1. Modify and prepare the profile page in different languages as well as any other content that is published as long as it’s not language-specific.
2. Add and manage opportunities
3. Add and manage events.
4. Add and manage news.
5. Add and manage articles.
6. Add and manage photos and videos (from YouTube and Vimeo).
7. Contact the portal.
8. Comment on any type of content.
9. Ability to share on social media platforms

Suggested technologies and languages used: An open-source technology stack is expected to be used for developing the proposed platform. Here is a partial list of technology that is expected to be used:

- Off-the-shelf Content Management System (e.g. Drupal, Joomla, WordPress, etc)
- Web Development Language (e.g. GO, PHP, Python, Java, JavaScript, etc.)
- Database (e.g. MySQL, PostgreSQL, MariaDB, etc.)
- User Interface: HTML5, Bootstrap and JQuery

### Basic Portal Specs

Language: multilingual. Arabic, English, and French are covered in the current phase.

Access: information is available to all. Registration is not required for normal viewing.

SEO: content framework will be SEO ready to enhance the possibility of search engine traffic to the portal.

Layout: responsive to meet the standards of mobile browsing.

More detailed platform technical info

- Meta Tags to be implemented on the web pages level.
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### Integrations

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### Digital Tool:

The project serves primarily to showcase YFS Educational Content and list existing Youth Friendly Services in the Region, but also create a continuous YFS onboarding system.

The Tool Development company will:

- Design the “Shabab IT” Brand and Visuals, and the Tool: Logo, Social Media Post Templates, Website, and Mobile Tool Visuals, High Fidelity Prototype of Web and Mobile Apps...
- Develop the Web Digital Tool: A Web Progressive and Responsive Platform with Login Capacity.
- Develop the Mobile Digital Tool: Mobile App for Offline Visioning of Educational Content (Video, Infographics, ToolKit). On Android and IOS, either Native or Full-Stack JavaScript.
- Note, - - Online Personal Use: Youth with direct access to the internet anywhere in the region can browse the platform through the Web or Mobile Version for educational content and, listed Youth Friendly Services, and share their feedback and ratings. - Offline personal use: Youth with limited physical internet access can download an offline version of educational content for subsequent offline use. - Offline Group/Youth Space Use: Youth in underprivileged communities (e.g. refugees, immigrants, rural dwellers, etc) lacking internet can access the Web version of Shabab It at Youth and Sports Centres, NGOs, Youth Initiatives, and other local partner-run locations
- Mobile app available on mobile app stores for Android and apple
- Setup Maintenance for 3 years.
- Language: Arabic, French, and English

The identified vendor for both platform and the digital tool will:

- Design and Create the Shabab It Institutional Animations for each Main Theme of Youth Friendly Services Identified, or will have a third party do it.

Community Manager Will :

- Setup and Manage all relevant social media accounts and groups and manage the content selection and publication, use and modify the templates created by designers to post

consistently, and manage outreach campaigns (Paid and Organic), with KPIs and Optimization to create and grow a Shabab It Online Community.

### **Final Deliverables:**

UNFPA Youth platform (Minassaty) developed and the youth digital tool Shabab IT. As indicated the youth digital tool will be integrated into the youth platform (Minassaty).

Expected dates:

- First deliverable "beta versions": by 15 December 2020
- Second deliverable (final versions): 15 March 2021

The system should accept third party integration

For guidance on the development/creation of Terms of Reference (ToR), please refer to the attached TOR.

## **II. Questions**

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	Ola El Guebaly
Tel N°:	002 010 15 15 0297
Email address of contact person:	elguebaly@unfpa.org

The deadline for submission of questions is 16 November 2020. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

## **III. Content of quotations**

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs.**
- b) Price quotation, to be submitted strictly in accordance with the price quotation form.**

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

## **IV. Instructions for submission**

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than : Tuesday 23 November 2020, 04:00pm, Cairo time.

Name of contact person at UNFPA:	Ola El Guebaly
Email address of contact person:	elguebaly@unfpa.org

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line **UNFPA/ASRO/RFQ/20/009 – for establishing UNFPA YOUTH PORTAL, Youth Platform (Minassaty) and/or Digital Tool”..**

Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.

- The total email size may not exceed **20 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

## V. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

### Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section II and in accordance with the evaluation criteria below.

Criteria	[A] Maximum Points	[B] Points attained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
Technical approach, methodology and level of understanding of the objectives of the project	100		20%	
Work plan/time scales given in the proposal and its adequacy to meet the project objectives	100		20%	
Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		15%	
Specific experience and expertise relevant to the assignment	100		30%	
Profile of the company and relevance to the Project.	100		15%	
<i>Grand Total All Criteria</i>	500		100%	

The following scoring scale will be used to ensure objective evaluation:

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100

Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Partially meets the requirements	1 – 69
Does not meet the requirements or no information provided to assess compliance with the requirements	0

**Financial Evaluation**

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of from 50 to 70 points in the technical evaluation.

Price quotes will be evaluated based on your responsiveness with the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in the quotation or based on the specific formula indicated in the TORs. All other price quotes will receive points in inverse proportion according to the following formula:

Financial score =	$\frac{\text{Lowest quote (\$)}}{\text{Quote being scored (\$)}} \times 100$	(Maximum score)
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**Total score**

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

$\text{Total score} = 50\% \text{ Technical score} + 50\% \text{ Financial score}$
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**Award Criteria**

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Purchase Order (PO) to the Bidder(s) that obtain the highest total score.

**Right to Vary Requirements at Time of Award**

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

**Payment Terms**

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

**Fraud and Corruption**

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA’s policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation

shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

### **Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

### **RFQ Protest**

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit Dr. Luay Shabaneh, at [shabaneh@unfpa.org](mailto:shabaneh@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

### **Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

## PRICE QUOTATION FORM

<b>Name of Bidder:</b>	
<b>Date of the quotation:</b>	Click here to enter a date.
<b>Request for quotation N°:</b>	UNFPA/ASRO/RFQ/20/009
<b>Currency of quotation :</b>	EGP/USD
<b>Delivery charges based on the following 2020 Incoterm:</b>	Choose an item.
<b>Validity of quotation:</b> (The quotation must be valid for a period of at least 3 months after the submission deadline)	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Item	Description	Number & Description of Staff by Level	Hourly Rate	Hours to be Committed	Total
1. Professional Fees					
<b>Total Professional Fees</b>					<b>\$\$</b>
2. Out-of-Pocket expenses					
<b>Total Out of Pocket Expenses</b>					<b>\$\$</b>
<b>Total Contract Price</b> (Professional Fees + Out of Pocket Expenses)					<b>\$\$</b>

*Vendor's Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/ASRO/RFQ/20/009 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.
Name and title	Date and place

**ANNEX I:**

**Please see attached TOR**

**ANNEX II**  
**General Conditions of Contracts:**  
**De Minimis Contracts**

1. **LEGAL STATUS OF THE PARTIES:** The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNFPA. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNFPA.
2. **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.
3. **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 UNFPA.
4. **SUBCONTRACTING:** In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNFPA for all sub-contractors. The approval of UNFPA 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.
5. **INDEMNIFICATION:** The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNFPA, 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 worker'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.
6. **INSURANCE AND LIABILITY:**
  - 6.1 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.
  - 6.2 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.
  - 6.3 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.
  - 6.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:
    - 6.4.1 Name UNFPA as additional insured;
    - 6.4.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNFPA;
    - 6.4.3 Provide that UNFPA shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

- 6.5 The Contractor shall, upon request, provide UNFPA with satisfactory evidence of the insurance required under this Article 6.
7. **ENCUMBRANCES AND 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 UNFPA against any monies due to the Contractor or that may become due for any work done or against any goods supplied or materials furnished under the Contract, or by reason of any other claim or demand against the Contractor or UNFPA.
8. **EQUIPMENT FURNISHED BY UNFPA TO THE CONTRACTOR:** Title to any equipment and supplies that may be furnished by UNFPA to the Contractor for the performance of any obligations under the Contract shall rest with UNFPA, and any such equipment shall be returned to UNFPA at the conclusion of the Contract or when no longer needed by the Contractor. Such equipment, when returned to UNFPA, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear, and the Contractor shall be liable to compensate UNFPA for the actual costs of any loss of, damage to, or degradation of the equipment that is beyond normal wear and tear.
9. **COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**
- 9.1 Except as is otherwise expressly provided in writing in the Contract, UNFPA shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for UNFPA under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for UNFPA.
- 9.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, UNFPA does not and shall not claim any ownership interest thereto, and the Contractor grants to UNFPA a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.
- 9.3 At the request of UNFPA, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to UNFPA in compliance with the requirements of the applicable law and of the Contract.
- 9.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of UNFPA, shall be made available for use or inspection by UNFPA at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNFPA authorized officials on completion of work under the Contract.
10. **PUBLICITY, AND USE OF THE NAME, EMBLEM OR OFFICIAL SEAL:** The Contractor shall not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship with UNFPA, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of the United Nations and UNFPA, or any abbreviation of the name of the United Nations and UNFPA in connection with its business or otherwise without the written permission the United Nations and UNFPA.

**11. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:** Information and data that is considered proprietary by either Party or that is delivered or disclosed by one Party (“Discloser”) to the other Party (“Recipient”) during the course of performance of the Contract, and that is designated as confidential (“Information”), shall be held in confidence by that Party and shall be handled as follows:

11.1 The Recipient shall:

11.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser’s Information as it uses with its own similar Information that it does not wish to disclose, publish or disseminate; and,

11.1.2 use the Discloser’s Information solely for the purpose for which it was disclosed.

11.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 11, the Recipient may disclose Information to:

11.2.1 any other party with the Discloser’s prior written consent; and,

11.2.2 the Recipient’s employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under

common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

- 11.2.2.1 a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,
- 11.2.2.2 any entity over which the Party exercises effective managerial control; or,
- 11.2.2.3 for the United Nations, a principal or subsidiary organ of the United Nations established in accordance with the Charter of the United Nations.

11.3 The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, including UNFPA, the Contractor will give UNFPA sufficient prior notice of a request for the disclosure of Information in order to allow UNFPA to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

11.4 UNFPA may disclose Information to the extent as required pursuant to the Charter of the United Nations, or pursuant to resolutions or regulations of the General Assembly or rules promulgated thereunder.

11.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

11.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

## **12. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS:**

12.1 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract. The affected Party shall also notify the other Party of any other changes in condition or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. Not more than fifteen (15) days following the provision of such notice of force majeure or other changes in condition or occurrence, the affected Party shall also submit a statement to the other Party of estimated expenditures that will likely be incurred for the duration of the change in condition or the event of force majeure. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of a cause constituting force majeure shall take such action as it reasonably considers to be appropriate or necessary in the circumstances, including the granting to

the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

12.2 If the Contractor is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, UNFPA shall have the right to suspend or terminate the Contract on the same terms and conditions as are provided for in Article 13, "Termination," except that the period of notice shall be seven (7) days instead of thirty (30) days. In any case, UNFPA shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of force majeure for any period in excess of ninety (90) days.

12.3 Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor. The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in areas in which UNFPA is engaged in, preparing to engage in, or disengaging from any humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas, or to any incidents of civil unrest occurring in such areas, shall not, in and of itself, constitute force majeure under the Contract.

### 13. **TERMINATION:**

13.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

13.2 UNFPA may terminate forthwith this Contract at any time should the mandate or its funding be curtailed or terminated, in which case the Contractor shall be reimbursed by UNFPA for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

13.3 In the event of any termination by UNFPA under this Article, no payment shall be due from UNFPA to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

13.4 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, UNFPA may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform UNFPA of the occurrence of any of the above events.

13.5 The provisions of this Article 13 are without prejudice to any other rights or remedies of UNFPA under the Contract or otherwise.

14. **NON-WAIVER OF RIGHTS:** The failure by either Party to exercise any rights available to it, whether under the Contract or otherwise, shall not be deemed for any purposes to constitute

a waiver by the other Party of any such right or any remedy associated therewith, and shall not relieve the Parties of any of their obligations under the Contract.

15. **NON-EXCLUSIVITY:** Unless otherwise specified in the Contract, UNFPA shall have no obligation to purchase any minimum quantities of goods or services from the Contractor, and UNFPA shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity described in the Contract, from any other source at any time.

16. **SETTLEMENT OF DISPUTES:**

16.1 **AMICABLE SETTLEMENT:** The Parties shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of the Contract or the breach, termination, or invalidity thereof. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the Conciliation Rules then obtaining of the United Nations Commission on International Trade Law (“UNCITRAL”), or according to such other procedure as may be agreed between the Parties in writing.

16.2 **ARBITRATION:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party’s written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 (“Interim measures”) and Article 34 (“Form and effect of the award”) of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate (“LIBOR”) then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17. **PRIVILEGES AND IMMUNITIES:** Nothing in or relating to the Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. **TAX EXEMPTION:**

18.1 Article II, Section 7, of the Convention on the Privileges and Immunities of the United Nations provides, inter alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in

respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the exemptions of UNFPA from such taxes, restrictions, duties, or charges, the Contractor shall immediately consult with UNFPA to determine a mutually acceptable procedure.

18.2 The Contractor authorizes UNFPA to deduct from the Contractor's invoices any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNFPA before the payment thereof and the UNFPA has, in each instance, specifically authorized the Contractor to pay such taxes, duties, or charges under written protest. In that event, the Contractor shall provide UNFPA with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized, and UNFPA shall reimburse the Contractor for any such taxes, duties, or charges so authorized by UNFPA and paid by the Contractor under written protest.

19. **MODIFICATIONS:** Pursuant to the Financial Regulations and Rules of UNFPA, only the Chief of the Procurement Services Branch of UNFPA or such other contracting authority as made known to the Contractor in writing, possesses the authority to agree on behalf of UNFPA to any modification of or change in this Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNFPA unless provided by an amendment to this Contract signed by the Contractor and the Chief of the Procurement Services Branch of UNFPA or such other contracting authority.

## 20. AUDITS AND INVESTIGATIONS:

20.1 Each invoice paid by UNFPA shall be subject to a post-payment audit by auditors, whether internal or external, of UNFPA or the United Nations or by other authorized and qualified agents of UNFPA or the United Nations at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. UNFPA shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by UNFPA other than in accordance with the terms and conditions of the Contract.

20.2 UNFPA may conduct investigations relating to any aspect of the Contract or the award thereof, the obligations performed under the Contract, and the operations of the Contractor generally relating to performance of the Contract at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract.

20.3 The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to UNFPA access to the Contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Contractor's personnel and relevant documentation. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys,

accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNFPA or the United Nations hereunder.

**21. LIMITATION ON ACTIONS:**

21.1 Except with respect to any indemnification obligations in Article 5, above, or as are otherwise set forth in the Contract, any arbitral proceedings in accordance with Article 16.2, above, arising out of the Contract must be commenced within three years after the cause of action has accrued.

21.2 The Parties further acknowledge and agree that, for these purposes, a cause of action shall accrue when the breach actually occurs, or, in the case of latent defects, when the injured Party knew or should have known all of the essential elements of the cause of action, or in the case of a breach of warranty, when tender of delivery is made, except that, if a warranty extends to future performance of the goods or any process or system and the discovery of the breach consequently must await the time when such goods or other process or system is ready to perform in accordance with the requirements of the Contract, the cause of action accrues when such time of future performance actually begins.

22. **ESSENTIAL TERMS:** The Contractor acknowledges and agrees that each of the provisions in Articles 23 to 28 hereof constitutes an essential term of the Contract and that any breach of any of these provisions shall entitle UNFPA to terminate the Contract or any other contract with UNFPA immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

23. **SOURCE OF INSTRUCTIONS:** The Contractor shall neither seek nor accept instructions from any authority external to UNFPA in connection with the performance of its obligations under the Contract. Should any authority external to UNFPA seek to impose any instructions concerning or restrictions on the Contractor's performance under the Contract, the Contractor shall promptly notify UNFPA and provide all reasonable assistance required by UNFPA. The Contractor shall not take any action in respect of the performance of its obligations under the Contract that may adversely affect the interests of UNFPA, and the Contractor shall perform its obligations under the Contract with the fullest regard to the interests of the United Nations and UNFPA.

24. **OFFICIALS NOT TO BENEFIT:** The Contractor warrants that it has not and shall not offer to any representative, official, employee, or other agent of UNFPA any direct or indirect benefit arising from or related to the performance of the Contract or of any other contract with UNFPA or the award thereof or for any other purpose intended to gain an advantage for the Contractor.

25. **OBSERVANCE OF THE LAW:** The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract. In addition, the Contractor shall maintain compliance with all obligations relating to its registration as a qualified vendor of goods or services to UNFPA, as such obligations are set forth in the United Nations and UNFPA vendor registration procedures.

26. **CHILD LABOR:** The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiary or affiliated entities (if any) 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.
27. **MINES:** The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiaries or affiliated entities (if any) is engaged in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.
28. **SEXUAL EXPLOITATION:**
- 28.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by its employees or any other persons engaged and controlled by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all reasonable and appropriate measures to prohibit its employees or other persons engaged and controlled by it from exchanging any money, goods, services, or other things of value, for sexual favors or activities, or from engaging any sexual activities that are exploitive or degrading to any person.
- 28.2 UNFPA shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.