REQUEST FOR PROPOSAL FOR SERVICES

LRPS-2020-9160992

27 August 2020

UNITED NATIONS CHILDREN’S FUND (UNICEF)

Wishes to invite you to submit a proposal for

To provide professional Cleaning Services for UNICEF Bangladesh Country Office (BCO) under Long-Term Agreement (LTA).

1. Request for Proposal for Long Term Arrangement
United Nations Children’s Fund (UNICEF) in Dhaka, Bangladesh wishes to enter into a non-exclusive Long Term Arrangement (LTA) for a period of 24 + 24 months, for the above mentioned services through a competitive bidding process. In this respect, UNICEF would like to invite your organization to submit technical and financial proposals as outlined in this request and the terms and conditions contained herein.

2. Request for Information
For any queries please contact the Contracts Officer, Supply & Procurement Section by email to: nhaque@unicef.org. All queries will be entertained up to 5 working days of the bid opening.

IMPORTANT: BIDS ARE NOT TO BE SENT TO THE INDIVIDUAL STATED ABOVE - ANY BIDS SENT TO THE ABOVE NAMED INDIVIDUAL WILL BE DISQUALIFIED.

3. Online Pre-bid meeting: A pre-bid meeting will be arranged on Tuesday, 8th September 2020 at 10:00 Hrs. to clarify all queries for better understanding of this assignment. The zoom meeting link will be shared later.

4. Site Visit: Will be arranged on Thursday, 10th September 2020 from 11:00 Hrs. # 13:00 Hrs. which is important for interested bidders to conduct their own assessment.

5. Submission Deadline and Proposal opening
The deadline for submission of proposals is as follows: Sunday, 20th September 2020 by 11:00 Hrs.

PLEASE REFER TO DETAILED INFORMATION IN SPECIAL NOTES # PART II, 1.1. FOR MODE OF SUBMISSION.

Due to the nature of this RFPS, there will be no public opening of proposals. Any proposals received by UNICEF after the submission deadline will be rejected.

PLEASE NOTE: UNDER INSTRUCTION TO BIDDERS - Clause 1.6 - 1.6.2 (Faxed Bids) will not be applicable.
THIS REQUEST FOR PROPOSAL FOR SERVICES HAS BEEN:

Prepared By:

Nasreen Haque
(To be contacted for additional information, NOT FOR SENDING PROPOSALS)
Email : nhaque@unicef.org

Approved By:

Shayera Sania

Date: 27.08.2020
REQUEST FOR PROPOSAL FOR SERVICES FORM

This FORM must be completed, signed and returned to UNICEF.
Proposal must be made in accordance with the instructions contained in this Request for Proposal for Services (RFPS).

TERMS AND CONDITIONS OF CONTRACT
Any Contract resulting from this RFPS shall contain UNICEF General Terms and Conditions for Institutional and Corporate Contracts and any other Specific Terms and Conditions detailed in this RFPS.

INFORMATION
Any request for information regarding this RFPS must be forwarded by email to the person who prepared this document, with specific reference to the RFPS number.

The Undersigned, having read the Terms and Conditions of RFPS No. LRPS-2020-9160992 set out in the attached document, hereby offers to execute the services specified in this document.

Signature: _______________________________
Date: _______________________________
Name & Title: _______________________________
Company: _______________________________
Postal Address: _______________________________
Tel No: _______________________________
Fax No: _______________________________
E-mail Address: _______________________________
Currency of Proposal: _______________________________
Validity of Proposal: _______________________________

Please indicate which of the following Payment Terms are offered by you:
10 Days 3.0%_____ 15 Days 2.5%_____ 20 Days 2.0%_____ 30 Days Net_____ Other_____
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PART I # PURPOSE OF THIS REQUEST FOR PROPOSAL

1.1 Background and purpose:

UNICEF promotes the rights and wellbeing of every child, in everything we do. Together with our partners, we work in 190 countries and territories to translate that commitment into practical action, focusing special effort on reaching the most vulnerable and excluded children, to the benefit of all children, everywhere.

The purpose of this Request for Proposals for Services (#RFPS") is to invite proposals to provide professional Cleaning Services for UNICEF Bangladesh Country Office (BCO) under Long-Term Agreement (LTA) [as fully detailed in the Terms of Reference/Statement of Work attached at Annex F]

1.2 UNGM

UNICEF is part of the United Nations Global Marketplace (UNGM). Accordingly, all proposers are requested to become a UNICEF vendor by creating a vendor profile and submitting their national incorporation license/certificate at the Level-1 stage of vendor registration process. For registration and instructions on how to, kindly refer to the attachment or the UNGM site: www.ungm.org/RegistrationProcess

1.2.2 Please note that UNGM registration, including provision of national incorporation license/certificate, should be submitted along with the bid and is a mandatory requirement for any eventual award.

1.2.3 We draw your attention to the link below to the UNICEF Policy on Conduct Promoting the Protection and Safeguarding of Children (the Policy) especially Sections 4.1 and 6.1 that state: #4.1: UNICEF civil society partners, suppliers or vendors (including corporate consultants and contractors, and academic or research institutions), UNICEF corporate partners, and UNICEF National Committees are expected to ensure that their personnel report all reasonable suspicions that UNICEF staff member or non-staff personnel, or a UNICEF individual consultant or contractor, has engaged in conduct that is prohibited under this Policy.

6.1: UNICEF will promote the adoption by UNICEF’s commercial vendors and suppliers of robust policies for the protection and safeguarding of children. UNICEF will regard the adoption of such policies as a positive factor when selecting vendors and suppliers.” (link attached below) https://www.unicef.org/supply/files/Executive_Directive_06-16_Child_Safeguarding_Policy_-1_July_2016_Final.pdf.

2. SOLICITATION; LONG TERM ARRANGEMENT

2.1 Long Term Arrangement(s) for Services (LTA-S) for the procurement of the services detailed in the RFPS will be required from time to time during the term of the LTA-S. It will be a provision of such LTA-S(s), that UNICEF will not be committed to purchase any minimum quantity of these services. UNICEF shall not be liable for any cost in the event that no purchases are made under any resulting LTA-S.

2.2 Purchases will be made against contracts to be issued by UNICEF in accordance with the terms and conditions of any resulting LTA-S(s). Actual quantities to be purchased will vary from contract to contract.

2.3 Other United Nations Agencies, Funds and Programmes shall be entitled to place contracts under the prices and terms of the LTA-S. Contracts placed by other United Nations entities constitute a contractual agreement between the supplier and the ordering United Nations entity. UNICEF will not be a contractual party to these contracts and has therefore no obligations or liabilities for contracts not issued by UNICEF.]
2.4 This RFPS document is comprised of the following:

This document
a) Annex-A: The UNICEF General Terms and Conditions of Contract (Services) which are attached to this document
b) Annex-B: Technical Proposal # Content & Format
c) Annex-C: Contractor’s experience # format
d) Annex-D: Financial proposal
e) Annex-E: Evaluation criteria
f) Annex-F: Terms of Reference

2.5 This RFPS is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights. No binding contract, including a process contract or other understanding or arrangement, will exist between the Proposer and UNICEF and nothing in or in connection with this RFPS shall give rise to any liability on the part of UNICEF unless and until an LTA-S and linked contract is signed by UNICEF and the successful Proposer.

3. TERM

3.1 The proposed LTA-S shall be valid for an initial period of 24 months, with a possible renewal for an additional period of 12 months.

3.2 Prices offered by bidders shall constitute maximum ceiling prices and shall remain fixed for 24 months period from the commencement of the LTA.

PART II # PROPOSAL SUBMISSION PROCESS

1. PROPOSAL SUBMISSION SCHEDULE

1.1 Mode of Submission: Bidders can choose any one of the suitable mode for submission of proposals a) Electronic submission b) By Post/Courier c) physical submission at UNICEF office.

a) Electronic submission

All e-mailed Proposals must be submitted to ebidsbangladesh@unicef.org, the ONLY ACCEPTABLE E-MAIL ADDRESS for receipt of Proposals. No other recipient should be "Cc" or "Bcc" in the e-mail submission.

Proposals can be sent in batches not to exceed UNICEF's e-mail size quota of ten (10) megabytes per e-mail.

All e-mail communication in relation to the Proposal must clearly indicate the reference RFPS number followed by the company name (e.g. RFPS-BAN-501234, ABCD Company Ltd) in the "Subject" line of the e-mail.

All Proposals submitted by e-mail must be submitted as PDF (Portable Document Format) files. Email links (e.g. to documents to be downloaded from cloud based folders) are not acceptable unless otherwise specifically requested. Proposals submitted as a link or through a link will be invalidated.

Technical Proposal and Price Proposal must be sent as separate files and clearly indicated in the file name; e.g. 501234 Technical Proposal.pdf; 501234 Price Proposal.pdf. No price information should be provided in the Technical Proposal. Price proposals should be password protected.
Upon receipt of the Proposal submission, an "acknowledge receipt" will be generated automatically and sent to the sender's e-mail address. The notification serves as the only proof of receipt from UNICEF.

THE FOLLOWING CLAUSE IS NOT APPLICABLE FOR THIS BID

b & c) Sealed Proposals (Submission by letter through Post/Courier OR Physical Submission)

The Proposal must be sent or physically submitted to the attention of the Bid Unit of UNICEF Bangladesh, BSL Office Complex, 1 Minto Road, Dhaka -1000, Bangladesh (Tel: ++880 960 410 7000). Proposals not sent in this manner will be disqualified.

They must be clearly marked as follows:

Attention: BID UNIT
UNICEF Bangladesh Country Office
BSL Office Complex, 1 Minto Road, Dhaka-1000, Bangladesh
RFPS-BAN-###.
Due date: ###, time ###.

(Bidders to fill the dotted lines above with the reference number of the RFP, due date & time as specified in the first page of this RFP.)

Inner sealed envelope - Technical Proposal (1 original and 2 copies): Name of company, RFPS number - technical proposal
Inner sealed envelope - Price Proposal (1 original and 2 copies): Name of company, RFPS number - price proposal
In case of any discrepancy between an original and a copy, the original will prevail.

No price information should be provided in the Technical Proposal. Proposals received in any other manner will be invalidated.

Any delays encountered in the mail delivery will be at the risk of the Proposer.

1.2 Acknowledgement of receipt of RFPS. Proposers are requested to inform UNICEF as soon as possible by email/letter to THE DESIGNATED PROCUREMENT ASSOCIATE FOR THIS RFP AS MENTIONED IN THE COVER PAGE that they have received this RFPS.

1.3 Questions from Proposers. Proposers are required to submit any questions in respect of this RFPS by [EMAIL/LETTER] to THE DESIGNATED PROCUREMENT ASSOCIATE FOR THIS RFP AS MENTIONED IN THE COVER PAGE.

IMPORTANT: PROPOSALS ARE NOT TO BE SENT TO THE INDIVIDUAL STATED ABOVE # ANY PROPOSALS SENT TO THE ABOVE NAMED INDIVIDUAL WILL BE DISQUALIFIED.

Proposers are required to keep all questions as clear and concise as possible.

Proposers are also expected to immediately notify UNICEF in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the RFPS, providing full details. Proposers will not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

UNICEF will compile the questions received. UNICEF may, at its discretion, at once copy any anonymized question and its reply to all other invited Proposers and/or post these on the
UNICEF website and/or respond to the question at a bid conference. After any such bid conference, a Questions and Answers document may be prepared and shared with the bidders.

1.3 Amendments to RFPS Documents. At any time prior to the Submission Deadline, UNICEF may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Proposer, modify the RFPS documents by amendment. If the RFPS was available publicly online, amendments will also be posted publicly online. Further, all prospective Proposers that have received the RFPS documents directly from UNICEF will be notified in writing of all amendments to the RFPS documents. In order to afford prospective Proposers reasonable time in which to take the amendment into account in preparing their Proposals, UNICEF may, at its sole discretion, extend the Submission Deadline.

2. LANGUAGE

2.1 The Proposal prepared by the Proposer and all correspondence and documents relating to the Proposal exchanged by the Proposer and UNICEF, will be written in ENGLISH LANGUAGE.

3. VALIDITY OF PROPOSALS; MODIFICATION AND CLARIFICATIONS; WITHDRAWAL

3.1 Validity Period. Proposers must indicate the validity period of their Proposal. Proposals should be valid for a period of not less than one hundred and twenty (120) days after the Submission Deadline. A Proposal valid for a shorter period of time shall not be further considered. UNICEF may request the Proposer to extend the validity period. The Proposal of Proposers who decline to extend the validity of their Proposal shall become disqualified as no longer valid.

3.2 Other Changes. All changes to a Proposal must be received by UNICEF prior to the Submission Deadline. The Proposer must clearly indicate that the revised Proposal is a modification and supersedes the earlier version of the Proposal, or state the changes from the original Proposal.

3.3 Withdrawal of Proposal. A Proposal may be withdrawn by the Proposer on e-mailed, faxed or written request received by UNICEF from the Proposer prior to Submission Deadline. Negligence on the part of the Proposer confers no right for the withdrawal of the Proposal after it has been opened.

3.4 Clarifications Requested by UNICEF. During the evaluation of Proposals, UNICEF may, in its sole discretion, seek clarifications from any Proposer in order for UNICEF to fully understand the Proposer’s Proposal and assist in the examination, evaluation and comparison of Proposals. UNICEF may seek such clarifications through written communications or may request an interview with any Proposer. During this clarification process, no change in the price or substance of the Proposal will be sought, offered or permitted, except as required in order to allow for correction of arithmetical errors discovered by UNICEF.

3.5 References. UNICEF reserves the right to contact any or all references supplied by the Proposer(s) and to seek references from other sources as UNICEF deems appropriate.

4. ELIGIBILITY; PROPOSER INFORMATION

4.1 Proposer. The term #Proposer” refers to those companies that submit a proposal pursuant to this RFPS and #Proposal” refers to all the documents provided by the Proposer in its response to this RFPS. A Proposer will only be eligible for consideration if it complies with the representations set out in Part V of this RFPS, including the representations on ethical standards, including conflicts of interest.
4.2 Joint Venture, Consortium or Association.

(a) If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, each such legal entity will confirm in their joint Proposal that:
(i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this will be evidenced by a Joint Venture Agreement among the legal entities, which will be submitted along with the Proposal; and
(ii) if they are awarded the LTA-S, the designated lead entity will enter into the LTA-S with UNICEF, who will be acting for and on behalf of all the member entities comprising the joint venture.

(b) After the Proposal has been submitted to UNICEF, the lead entity identified to represent the joint venture will not be altered without the prior written consent of UNICEF.

(c) If a joint venture’s Proposal is the Proposal selected for award, UNICEF will award the LTA-S to the joint venture, in the name of its designated lead entity. The lead entity will sign the LTA-S for and on behalf of all other member entities.

4.3 Proposals from Government Organizations. The eligibility of Proposers that are wholly or partly owned by the Government will be subject to UNICEF’s further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to these RFPS documents, and others that may lead to undue advantage against other Proposers, and the eventual rejection of the Proposal.

4.4 Proposals from organizations where the sole proprietor is a former or retired UNICEF/UN staff member. Any organization, whose sole proprietor is a former or retired staff member of UNICEF (or any other United Nations organization), which submits a Proposal must disclose this previous United Nations employment at the time of submission. Any such Proposal will be treated as though the Proposal came from an individual for the purposes of UNICEF’s standard conditions on contracting former and retired members of staff.

5. PREPARATION OF OFFER

5.1 Proposers are responsible to inform themselves in preparing their Proposal. In this regard, the Proposers will ensure that they:
- Examine all terms, requirements and formal submission instructions (e.g. regarding form and timing of submission, marking of envelopes, no price information in technical proposal etc.) included in the RFPS documents (including the Instructions to Proposers section);
- Review the RFPS to ensure that they have a complete copy of all documents;
- Review the standard UNICEF Contractual Provisions and the UNICEF General Terms and Conditions of Contract (Services) for the supply of services publicly available on the UNICEF Supply website: http://www.unicef.org/supply/index_procurement_policies.html;
- Review the UNICEF policies publicly available on the UNICEF Supply website: http://www.unicef.org/supply/index_procurement_policies.html. In particular, Proposers should familiarize themselves with the obligations imposed on suppliers and their personnel and sub-contractors under the UNICEF Policy Prohibiting and Combatting Fraud and Corruption and the UNICEF Policy on Conduct Promoting the Protection and Safeguarding of Children;
- Attend any bid conference if it is mandatory under this RFPS;
- Fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the services.

Proposers acknowledge that UNICEF, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy or completeness of this
RFPS or any other information provided to the Proposers.

5.2 Failure to meet all requirements and instructions in the RFPS documents or to provide all requested information will be at the Proposer's own risk, and may result in rejection of the Proposer’s Proposal.

5.3 The Proposal must be organized to follow the format of this RFPS. Each Proposer must respond to the stated requests or requirements, and indicate that the Proposer understands and confirms acceptance of UNICEF’s stated requirements. The Proposer should identify any substantive assumption made in preparing its offer. The deferral of a response to a question or issue to any contract negotiation stage is not acceptable. Any item not specifically addressed in the Proposal will be deemed as accepted by the Proposer. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect the evaluation of the Proposal.

5.4 All references to descriptive materials should be included in the appropriate Proposal paragraph, though the material/documents themselves may be provided as annexes to the Proposal. The Proposer must also provide sufficient information in the Proposal to address each area of the evaluation criteria as presented in this document to allow a fair assessment of all of the Proposers and their Proposals. It is for UNICEF to determine, in its sole discretion, whether information provided is sufficient.

5.5 The completed and signed Request for Proposal for Services Form must be submitted together with the Proposal. The Request for Proposal for Services Form must be signed by a duly authorized representative of the Organization/Company.

5.6 Proposals must be clearly marked with the RFPS number.

5.7 If answer sheets are provided by UNICEF then these must be completed by the Proposer.

5.8 Technical Proposal: The Technical Proposal should address the criteria and requirements outlined in this RFPS, paying particular attention to its Terms of Reference/Statement of Work and its evaluation criteria. It is important to note that UNICEF actively welcomes innovative proposals and original solutions to the stated service need. NO PRICE INFORMATION SHOULD BE CONTAINED IN THE TECHNICAL PROPOSAL.

5.9 Price Proposal: The Price Proposal should be prepared in accordance with the requirements contained in the Terms of Reference/Statement of Work for this RFPS.

5.10 Each Proposer acknowledges that its participation in any stage of the solicitation process for this RFPS is at its own risk and cost. The Proposer is responsible for, and UNICEF is not responsible for, the costs of preparing its Proposal or response to this RFPS, attendance at any pre-submission conference, site visit, meetings or oral presentations, regardless of the conduct or outcome of the solicitation process.

6. PROPOSAL DOCUMENTS; CONFIDENTIALITY

6.1 This RFPS, together with all Proposal documents provided by the Proposer to UNICEF, will be considered the property of UNICEF and Proposals will not be returned to the Proposers.

6.2 Information contained in the Proposal documents, which the Proposer considers to be its confidential information, should be clearly marked "confidential", next to the relevant part of the text, and UNICEF will treat such information accordingly.

6.3 All information and documents provided to the Proposers by UNICEF (#RFPS Materials")
shall be treated as confidential by the Proposers. If the Proposer declines to respond to this
RFPS, or, if the Proposal is rejected or unsuccessful, the Proposer will promptly return all such
RFPS Materials to UNICEF, or destroy or delete all such RFPS Materials. The Proposer shall
not use the RFPS Materials for any purpose other than the purpose of preparing a Proposal and
shall not disclose the RFPS Materials to any third party, except: (a) with the prior written
consent of UNICEF; (b) where the third party is assisting the Proposer in preparing the
Proposal, provided the Proposer has previously ensured that party's adherence to this duty of
confidentiality; (c) if the relevant RFPS Materials are at the time of this RFPS lawfully in the
possession of the Proposer through a party other than UNICEF; (d) if required by law, and
provided that the Proposer has previously informed UNICEF in writing of its obligation to
disclose the RFPS Materials; or (e) if the RFPS Materials are generally and publicly available
other than as a result of breach of confidence by the person receiving the RFPS Materials.

7. MULTIPLE PROPOSALS AND PROPOSALS FROM RELATED ORGANIZATIONS

7.1 Proposers shall not submit more than one Proposal as part of this RFPS process.

7.2 If the Proposer is a group of legal entities that will form or have formed a joint venture,
consortium or association at the time of the submission of the Proposal then neither the lead
entity nor the member entities of the joint venture may submit another Proposal, either in its own
capacity or as a lead entity or a member entity for another joint venture submitting another
Proposal.

7.3 UNICEF reserves the right to reject separate Proposals submitted by two or more Proposers
if the Proposers are related organizations and are found to have any of the following:

(a) they have at least one controlling partner, director or shareholder in common; or

(b) any one of them receive or have received any direct or indirect subsidy from the other(s); or

(c) they have a relationship with each other, that gives one or more Proposers access to
confidential information about, or influence over, the other Proposal(s); or

(d) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also
subsists another Proposal under its name as lead Proposer; or

(e) an expert proposed to be in the team of one Proposer participates in more than one Proposal
received for this solicitation process.

PART III - AWARD/ADJUDICATION OF PROPOSALS

1. AWARD

1.1 Proposal Evaluation Process. The evaluation is carried out by UNICEF in accordance with
UNICEF’s regulations, rules and practices and all determinations are made in UNICEF’s sole
discretion.

After opening the Proposals, UNICEF will carry out the following steps in the following order:

- First, each Proposal will be evaluated for compliance with the mandatory requirements of this
RFPS. Proposals deemed not to meet all of the mandatory requirements will be considered
non-compliant and rejected at this stage without further consideration. Failure to comply with
any of the terms and conditions contained in this RFPS, including, but not limited to, failure to
provide all required information, may result in a Proposal being disqualified from further
consideration.
- Second, UNICEF will evaluate the Technical Proposal part for compliance with the technical requirements stated in this RFPS on the basis of the Proposal evaluation approach set out below.

- Third, UNICEF will undertake a commercial evaluation of the Price Proposal part of technically compliant Proposals on the basis of the Proposal evaluation approach set out below.

1.2 Proposal Evaluation Approach.

Weighted scoring evaluation approach
Following closure of the RFP, proposals will be evaluated by a UNICEF evaluation team to assess its merits. The evaluation will be restricted to the contents of the proposals, bidder profile, relevant experience, client list, financial status and price proposal.

A two stage procedure will be followed in evaluating proposals, with evaluation of the technical proposal being completed prior to any evaluation of the financial proposal. Evaluators of the technical proposals shall have no access to the financial Proposals until the technical evaluation is completed.

The evaluation criteria will be a split between technical and commercial (price proposal) scores (60 / 40).

a) Technical Evaluation
Technical Proposals will be evaluated on the basis of their responsiveness to the terms of reference, applying the evaluation criteria and the point system specified in Annex-E. Each Technical Proposal will be given a technical score. Technical Proposals receiving the minimum qualifying points or higher, will be considered technically responsive. After the completion of the technical evaluation, the financial proposal will be opened. Proposals which are considered non-technically compliant and non-responsive, will not be given further consideration.

b) Price Proposal (commercial evaluation)
The financial scores will be arrived at based on the formula specified in para-6.5, whereby the lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 40 points. The financial scores of the other proposals will be in inverse proportion to the lowest price.

The evaluation formula is outlined as follows:
\[ S_f = 40 \times \frac{F_m}{F} \]
wherein \( S_f \) is the financial score, \( F_m \) is the lowest price and \( F \) the price of the proposal under consideration.

The Proposer(s) achieving the highest combined technical and price score will (subject to any negotiations and the various other rights of UNICEF detailed in this RFPS) be awarded the LTA-S(s).]

From the time the proposals are opened to the time the contract is awarded, bidders shall not contact UNICEF on any matter and any attempt to influence UNICEF in its evaluation of the proposals and award recommendation, may result in rejection of the proposal.

1.3 Multiple Arrangements. UNICEF reserves the right to make multiple arrangements for any service(s) where UNICEF considers it to be in its best interest to do so.

1.4 Negotiation. UNICEF reserves the right to negotiate with the Proposer(s) that has/have attained the best rating/ranking, i.e. those providing the overall best value Proposal.
1.5 Award Notification. UNICEF will only notify the Proposer(s) that has/have been awarded the LTA-S(s) resulting from this solicitation process; UNICEF may, but is not required to, notify the other Proposers of the outcome of this solicitation process.

2. GENERAL TERMS AND CONDITIONS OF CONTRACT (SERVICES)

2.1 UNICEF’s General Terms and Conditions of Contract (Services) will apply to any LTA-S and linked contract(s) awarded in connection with this RFPS. By signing the Request for Proposal for Services Form, each Proposer is deemed to have confirmed its acceptance of the UNICEF General Terms and Conditions (Services). The Proposer understands that if it proposes any amendments or additional terms to the UNICEF General Terms and Conditions (Services), these must be clearly detailed in the Proposal and may negatively affect the evaluation of the Proposal.

3. RIGHTS OF UNICEF

3.1 UNICEF reserves the following rights:
(a) to accept any Proposal, in whole or in part; to reject any or all Proposals; or to cancel this solicitation process in its entirety;
(b) to verify any information contained in Proposer’s response (and the Proposer will provide UNICEF with its reasonable cooperation with such verification);
(c) to invalidate any Proposal received from a Proposer that, in UNICEF’s sole opinion has previously failed to perform satisfactorily or complete contracts on time, or UNICEF believes is not in a position to perform the LTA-S;
(d) to invalidate any Proposal that, in UNICEF’s sole opinion, fails to meet the requirements and instructions stated in this RFPS;
(e) to suspend negotiations or withdraw an award to a Proposer at any time up until an LTA-S has been signed with such Proposer. UNICEF is not required to provide any justification, but will give notice prior to any such suspension of negotiations or withdrawal of award.

3.2 UNICEF is not liable to any Proposer for any costs, expense or loss incurred or suffered by such Proposer in connection with this RFPS or solicitation process, including, but not limited to, any costs, expense or loss incurred as result of UNICEF exercising any of its rights in paragraph 3.1 above.

PART IV - REQUIREMENTS

1. PRICE AND PAYMENT

1.1 Price. The fee for the services and deliverables will be treated as inclusive of all costs, expenses, charges or fees that the Proposer may incur in connection with the performance of the work. The Proposer is invited to offer any unconditional discounts or cumulative volume discounts (i.e. discounts that increase as the cumulative order value increases throughout the validity of the LTA-S). Further, the Proposer may offer early payment discounts, i.e. payment within a specific period of time faster than UNICEF’s standard payment terms of 30 days.

Notwithstanding any agreed discounts, prices offered by bidders, shall constitute maximum ceiling prices and shall remain fixed for the duration of the LTA-S.

1.2 Payment Terms. Invoices may be issued to UNICEF only after the services (or components of the services) have been provided and the deliverables (or installments of the deliverables) have been delivered (a) in accordance with the contract (as issued in accordance with the provisions of the LTA-S) and (b) to UNICEF’s satisfaction. The standard terms of payment are net 30 days, after receipt of invoice. Payment will be effected by bank transfer in the currency of the contract.
The Proposer will suggest a payment schedule for each contract (as issued in accordance with the provisions of the LTA-S) that is linked to clear milestones and/or deliverables identified in the Terms of Reference/Statement of Work.

1.3 Currency (a) The currency of the Proposal shall be in Bangladesh TAKA for National bidders and US Dollars for International bidders. UNICEF will reject any proposals submitted in another currency. (b) If the above paragraph (a) explicitly permits two or more specified currencies for the Proposals, then for evaluation purposes only, offers submitted in a currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the submission deadline date.

1.4 Taxes. Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNICEF as a subsidiary organ, 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. All prices/rates quoted in the Proposal must be net of any direct taxes and any other taxes and duties, unless otherwise specified in the RFPS documents.

2. IMPLEMENTATION

2.1 No Reliance. Except as expressly set out in the RFPS documents, UNICEF will have no obligation to provide any assistance to the contractor and UNICEF makes no representations as to the availability of any facilities, equipment, materials, systems or licenses which may be helpful or useful for the performance of the work. If the Proposer requires any facilities, equipment, materials, systems or licenses in order to do the work, this must be explicitly detailed in its Proposal.

2.2 Sub-contractors. Proposers must identify in their Proposal, any products which may be offered by themselves, but originate from another supplier and/or country. Further, Proposers must identify in their proposal any planned subcontracting of services. All subcontracting arrangements will be reviewed by UNICEF as part of its evaluation of the Proposal.

2.3 Experts. If so required in the Terms of Reference/Statement of Work each key expert profile requested in the Terms of Reference/Statement of Work must sign an exclusivity and availability statement. The purpose of Exclusivity and Availability Statement is as follows:
(a) The key experts proposed in the Proposal must not be part of any other Proposer’s Proposal being submitted for this RFPS process. They must therefore engage themselves exclusively to the Proposer.
(b) Each key expert must also undertake to be available, able and willing to work for all the period foreseen for his/her input during the implementation of the LTA-S as indicated in the Terms of Reference/Statement of Work and the Proposal.

Having selected a Proposal partly on the basis of an evaluation of the key experts presented in the Proposal, UNICEF expects the LTA-S and related contracts to be executed by these specific experts. UNICEF will only consider substitutions because of the incapacity of a key expert for health reasons or due to force majeure or other circumstances which may justify a replacement and which would not have any effect on the selection of the Proposal. The desire of a Proposer to use an expert on another project or a change of mind on the part of an expert about the LTA-S and related contracts will not be accepted as a reason for substitution of any of the key experts.

2.4 Joint Ventures. The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of this RFPS, both in the Proposal and the Joint
Venture Agreement. All entities that comprise the joint venture will be subject to the eligibility and qualification assessment by UNICEF.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in this RFPS, it should present such information in the following manner:
a) Those that were undertaken together by the joint venture; and
b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in this RFPS.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

3. LIQUIDATED DAMAGES

3.1 Liquidated damages. Any LTA-S(s) awarded in connection with this RFPS will include the following clause on liquidated damages:

In addition to, and without prejudice to any of the other rights and remedies of UNICEF including, but not limited to, those set out in the UNICEF General Terms and Conditions of Contract (Services), if the Contractor fails to provide the Services or the Deliverables in accordance with the time schedule set out in the relevant Contract for Services, or if UNICEF determines that the Services or Deliverables do not conform to the requirements of this LTA-S and the relevant Contract for Services, UNICEF may claim liquidated damages from the Contractor and, at UNICEF’s option, the Contractor will pay such liquidated damages to UNICEF or UNICEF will deduct such liquidated damages from the Contractor’s invoice(s). Such liquidated damages will be calculated as follows: one half of one per cent (0.5%) of the Contract Fee for the delayed Services and Deliverables for each day of delay, or in the case of a Fee calculated on a time-based rate, one half of one per cent (0.5%) of the time-based rate for all the Contractor Personnel required to provide the relevant Services or Deliverables, until performance of conforming Services or delivery of conforming Deliverables, up to a maximum of ten per cent (10%) of the value of the relevant Contract for Services. The payment or deduction of such liquidated damages will not relieve the Contractor from any of its other obligations or liabilities pursuant to this LTA-S and the relevant Contract for Services."

PART V - PROPOSER REPRESENTATIONS

1. PRICE # MOST FAVOURED CUSTOMER

1.1 The Proposer confirms that the fees, rates and charges and related pricing terms with respect to the services specified in the Proposal are the most favourable pricing terms available to any customer of the Proposer (or any of the Proposer’s affiliates).

1.2 If at any time during the term of the LTA-S resulting from the Proposal, any other customer of the Proposer (or of any of the Proposer’s affiliates) obtains more favourable pricing terms than those provided to UNICEF, the Proposer will retroactively adjust the fees, rates and charges and related pricing terms under the LTA-S to conform to the more favourable terms and the Proposer will promptly pay UNICEF any amounts owing to UNICEF as a result of such retroactive fee adjustment.

2. GENERAL REPRESENTATIONS

By submitting its Proposal in response to this RFPS, the Proposer confirms to UNICEF as at the Submission Deadline:
2.1 The Proposer has (a) the full authority and power to submit the Proposal and to enter into any resulting LTA-S and linked contract(s), and (b) all rights, licenses, authority and resources necessary, as applicable, to develop, source and supply the services and to perform its other obligations under any resulting LTA-S and linked contract(s). The Proposer has not and will not enter into any agreement or arrangement that restrains or restricts any person’s rights to use, sell, dispose of or otherwise deal with any service, deliverable or outcome that may be acquired under any resulting contract (as issued in accordance with the provisions of the LTA-S).

2.2 All of the information it has provided to UNICEF concerning the services and the Proposer is true, correct, accurate and not misleading.

2.3 The Proposer is financially solvent and is able to supply the services to UNICEF in accordance with the requirements described in this RFPS.

2.4 The use or supply of the services does not and will not infringe any patent, design, trade-name or trade-mark.

2.5 The development and supply of the services has complied, does comply, and will comply with all applicable laws, rules and regulations.

2.6 The Proposer will fulfill its commitments with the fullest regard to the interests of UNICEF and will refrain from any action which may adversely affect UNICEF or the United Nations.

2.7 It has the personnel, experience, qualifications, facilities, financial resources and all other skills and resources to perform its obligations under any resulting LTA-S and linked contract(s).

2.8 The Proposer agrees to be bound by the decisions of UNICEF, including but not limited to, decisions as to whether the Proposer’s Proposal meets the requirements and instructions stated in this RFPS and the results of the evaluation process.

3. ETHICAL STANDARDS

UNICEF requires that all Proposers observe the highest standard of ethics during the entire solicitation process, as well as the duration of any LTA-S that may be awarded as a result of this solicitation process. UNICEF also actively promotes the adoption by its suppliers of robust policies for the protection and safeguarding of children and the prevention and prohibition of sexual exploitation and sexual abuse.

By submitting its Proposal in response to this RFPS, the Proposer makes the following representations and warranties to UNICEF as at the Submission Deadline:

3.1 In respect of all aspects of the solicitation process the Proposer has disclosed to UNICEF any situation that may constitute an actual or potential conflict of interest or could reasonably be perceived as a conflict of interest. In particular, the Proposer has disclosed to UNICEF if it or any of its affiliates is, or has been in the past, engaged by UNICEF to provide services for the preparation of the design, specifications, cost analysis/estimation, and other documents to be used for the procurement of the services requested under this RFPS; or if it or any of its affiliates has been involved in the preparation and/or design of the programme/project related to the services requested under this RFPS.

3.2 The Proposer has not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the solicitation process and any LTA-S and linked contract(s) that may be awarded as a result of this solicitation process.
3.3 No official of UNICEF or of any United Nations System organisation has received from or on behalf of the Proposer, or will be offered by or on behalf of the Proposer, any direct or indirect benefit in connection with this RFPS including the award of the LTA-S and linked contract(s) to the Proposer. Such direct or indirect benefit includes, but is not limited to, any gifts, favours or hospitality.

3.4 The following requirements with regard to former UNICEF officials have been complied with and will be complied with:

(a) During the one (1) year period after an official has separated from UNICEF, the Proposer may not make a direct or indirect offer of employment to that former UNICEF official if that former UNICEF official was, during the three years prior to separating from UNICEF, involved in any aspect of a UNICEF procurement process in which the Proposer has participated.

(b) During the two (2) year period after an official has separated from UNICEF, that former official may not, directly or indirectly on behalf of the Proposer, communicate with UNICEF, or present to UNICEF, about any matters that were within such former official's responsibilities while at UNICEF.

3.5 Neither the Proposer nor any of its affiliates, or personnel or directors, is subject to any sanction or temporary suspension imposed by any United Nations System organisation or other international inter-governmental organisation. The Proposer will immediately disclose to UNICEF if it or any of its affiliates, or personnel or directors, becomes subject to any such sanction or temporary suspension during the term of the LTA-S. If the Proposer or any of its affiliates, or personnel or directors becomes subject to any such sanction or temporary suspension during the term of the LTA-S, UNICEF will be entitled to suspend the LTA-S and linked contract(s) for a period of time up to thirty (30) days or terminate the LTA-S and linked contract(s), at its sole choice, with immediate effect upon delivery of a written notice of suspension or termination, as the case may be, to the Proposer. If UNICEF choses to suspend the LTA-S and linked contract(s) it will be entitled to terminate the LTA-S and linked contract(s) at the end of the thirty (30) days’ suspension at UNICEF’s sole choice.

3.6 The Proposer will (a) observe the highest standard of ethics; (b) use its best efforts to protect UNICEF against fraud, in the solicitation process and in the performance of any resulting LTA-S and linked contract(s); and (c) comply with the applicable provisions of UNICEF’s Policy Prohibiting and Combatting Fraud and Corruption which can be accessed on the UNICEF website at http://www.unicef.org/supply/index_procurement_policies.html. In particular, the Proposer will not engage, and will ensure that its personnel, agents and sub-contractors do not engage, in any corrupt, fraudulent, coercive, collusive or obstructive conduct as such terms are defined in UNICEF’s Policy Prohibiting and Combatting Fraud and Corruption.

3.7 The Proposer will comply with all laws, ordinances, rules and regulations bearing upon its participation in this solicitation and the UN Supplier Code of Conduct (available at the United Nations Global Marketplace website - www.ungm.org).

3.8 Neither the Proposer nor any of its affiliates, is engaged, directly or indirectly, (a) in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32, or the International Labour Organisation’s Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, No. 182 (1999); or (b) in the manufacture, sale, distribution, or use of anti-personnel mines or components utilised in the manufacture of anti-personnel mines.

3.9 The Proposer has taken and will take all appropriate measures to prevent sexual exploitation or abuse of anyone by its personnel including its employees or any persons engaged by the Proposer to perform any services in the Proposer’s participation in this solicitation. For these
pursposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, will constitute the sexual exploitation and abuse of such person. The Proposer has taken and will take all appropriate measures to prohibit its personnel including its employees or other persons engaged by the Proposer, from exchanging any money, goods, services, or other things of value, for sexual favours or activities or from engaging in any sexual activities that are exploitive or degrading to any person.

3.10 The Proposer confirms that it has read UNICEF’s Policy on Conduct Promoting the Protection and Safeguarding of Children. The Proposer will ensure that its Personnel understand the notification requirements expected of them and will establish and maintain appropriate measures to promote compliance with such requirements. The Proposer will further cooperate with UNICEF’s implementation of this Policy.

3.11 The Proposer will inform UNICEF as soon as it becomes aware of any incident or report that is inconsistent with the undertakings and confirmations provided in this Article 3.

3.12 Each of the provisions in this Article 3 of Part V constitutes an essential condition of participation in this solicitation process. In the event of a breach of any of these provisions, UNICEF is entitled to disqualify the Proposer from this solicitation process and/or any other solicitation process, and to terminate any LTA-S and linked contract(s) that may have been awarded as a result of this solicitation process, immediately upon notice to the Proposer, without any liability for termination charges or any liability of any kind. In addition, the Proposer may be precluded from doing business with UNICEF and any other entity of the United Nations System in the future.

4. AUDIT

4.1 From time to time, UNICEF may conduct audits or investigations relating to any aspect of an LTA-S and/or linked contract awarded in relation to this RFPS, including but not limited to the award of the LTA-S and/or linked contract and the Proposer’s compliance with the provisions of Article 3 above. The Proposer will provide its full and timely cooperation with any such audits or investigations, including (but not limited to) making its personnel and any relevant data and documentation available for the purposes of such audits or investigations, at reasonable times and on reasonable conditions, and granting UNICEF and those undertaking such audits or investigations access to the Proposer’s premises at reasonable times and on reasonable conditions in connection with making its personnel and any relevant data and documentation available. The Proposer will require its sub-contractors and its agents to provide reasonable cooperation with any audits or investigations carried out by UNICEF.

5. VALUE ADDED TAX (VAT)

Reimbursement of 15% VAT: The applicable VAT rate for the contracted services will be settled as per applicable/prevailing government VAT rates law. In order for UNICEF to make payment of the applicable VAT and thereafter submit claim for refund of the same from the relevant government VAT authorities, the service provider will be required to submit Tax invoice with proof of valid VAT payment with mandatory particulars/contents of legal VAT requirements and acceptable to government VAT authority, please note the details below:

(i) ORIGINAL INVOICE: In the invoice, the bill amount and VAT amount has to be segregated.
(ii) MUSHOK-11: Vendors need to submit the original copy of Mushok-11. It has to be certified by the Revenue Officer or Assistant Revenue Officer of relevant VAT circle of the vendor. Also, it has to be submitted within 3 months of issuing Mushok-11.
(iii) TREASURY CHALLAN: Vendor needs to submit the original copy of Treasury Challan or photocopy copy of Treasury Challan attested from the relevant VAT circle. Also, it has to be submitted within 3 months of issuing Mushok-11.

If VAT is applicable contractor should claim it as part of the original invoice (applicable both for
partial or full payment).

6.0 STRIKES / HARTALS

Should hartal(s) be declared on the RFP closing day the time and day for closing/opening of the bid will remain unchanged. In such a situation if the proposals were not submitted then the bidder(s) are requested to submit their bids as outlined in the mode of submission.
INSTRUCTION TO PROPOSERS

1. MARKING AND RETURNING PROPOSALS

1.1 Proposals shall be submitted in the manner specified earlier in this solicitation document. Detailed submission guidance at paragraphs 1.7, 1.8 and/or 1.9 should then be followed accordingly.

1.2 The Bid Form/Request for Proposal for Services Form must be signed, and submitted together with the Proposal. The Bid Form/Request for Proposal for Services Form should be signed by the duly authorized representative of the submitting company.

1.3 Proposals must be clearly marked with the RFP(S) number and the name of the company submitting the Proposal.

1.4 Proposers should note that Proposals received in the following manner will be invalidated:
   a) with incorrect (as applicable) postal address, email address or fax number;
   b) received after the stipulated closing time and date;
   c) failure to quote in the currency(ies) stated in the RFP(S);
   d) in a different form than prescribed in the RFP(S).

1.5 Technical Proposal: The Technical Proposal should address the criteria and requirements outlined in this RFP(S), paying particular attention to its schedules/Terms of Reference/Statement of Work and its evaluation criteria. It is important to note that UNICEF actively welcomes innovative proposals and original solutions to the stated service/goods need.

   NO PRICE INFORMATION SHOULD BE CONTAINED IN THE TECHNICAL PROPOSAL.

1.6 Price Proposal: The Price Proposal should be prepared in accordance with the requirements contained in the schedules/Terms of Reference/Statement of Work for this RFP(S).

1.7 Sealed Proposals (as applicable)
   1.7.1 See paragraph 1.1 above concerning applicability of this paragraph.
   1.7.2 The Proposal must be sent for the attention of unit/team and address as specified in this RFP/RFPS. Proposals not sent in this manner will be disqualified.
   1.7.3 They must be clearly marked as follows:
      * Outer sealed envelope:
        Name of company
        [RFP(S) NO.]
        [NAME OF UNIT & UNICEF OFFICE ADDRESS]
      * Inner sealed envelope - Technical Proposal (1 original and 2 copies): Name of company, RFP(S) number - technical proposal
      * Inner sealed envelope - Price Proposal (1 original and 2 copies): Name of company, RFP(S) number - price proposal
   No price information should be provided in the Technical Proposal.

   Proposals received in any other manner will be invalidated.

   1.7.4 In case of any discrepancy between an original and a copy, the original will prevail.

   1.7.5 Any delays encountered in the mail delivery will be at the risk of the Proposer.

1.8 Faxed Proposals (as applicable)
   1.8.1 See paragraph 1.1 above concerning applicability of this paragraph.
   1.8.2 Faxed Proposals must be returned to the ONLY ACCEPTABLE FAX NUMBER for Proposals as specified in this RFP(S) Document. Proposers should note that Proposals received at any other fax number will be invalidated.

   No price information should be provided in the Technical Proposal.

1.9 E-mailed Proposals (as applicable)
   1.9.1 See paragraph 1.1 above concerning applicability of this paragraph.
   1.9.2 All e-mailed Proposals must be submitted to the ONLY ACCEPTABLE E-MAIL ADDRESS as specified in this solicitation document. No other recipient should be "Cc" or "Bcc" in the e-mail submission. Proposals not sent in this manner will be disqualified.

   1.9.3 All Proposals submitted by e-mail must be submitted as email attachments. The Technical Proposal and Price Proposal must be sent as separate attachments and clearly indicated as such in the file name (e.g. Company ABC Technical Proposal, Company ABC Price Proposal). Email links (e.g. to documents to be downloaded from cloud based folders) are not acceptable unless otherwise specifically requested. Proposals submitted as a link or through a link will be invalidated.

2. OPENING OF PROPOSALS
   2.1 Proposals received prior to the stated closing time and date will be kept unopened. UNICEF will open Proposals when the specified time has arrived and no Proposal received thereafter will be considered.

   2.2 UNICEF will accept no responsibility for the premature opening of a Proposal which is not properly addressed or identified.

   2.3 In cases when a Public Opening is held, the invited proposers, or their authorized representative, may attend the public Proposal opening at the time, date and location specified in the RFP(S) documents.

3. UNGM REGISTRATION
   3.1 UNICEF is part of the United Nations Global Marketplace(UNGM). Accordingly, all proposers are encouraged to become a UNICEF vendor by creating a vendor profile in the UNGM website: www.ungm.org

4. AWARD NOTIFICATION
4.1 UNICEF reserves the right to make a public notification of the outcome on an RFP(S) advising product/service, awarded supplier and total value of award.
GENERAL TERMS AND CONDITIONS OF CONTRACT (Services)

Definitions and UNICEF Supply Website

1.1 In these General Terms and Conditions (Services), the following terms have the following meaning:

"Affiliates" means, with respect to the Contractor, any of its corporate affiliates or associates, including parent entities, subsidiaries, and other entities in which it owns a substantial interest.

"Confidential Information" means information or data that is designated as confidential at the time of exchange between the Parties or promptly identified as confidential in writing when furnished in intangible form or disclosed orally, and includes information, the confidential or proprietary nature of which, is or should be reasonably apparent from the inherent nature, quality or characteristics of such information.

"Contract" means the services contract that incorporates these General Terms and Conditions of Contract (Services). It includes contracts for services issued by UNICEF, whether or not they are issued under a long-term arrangement or similar contract.

"Contractor" means the contractor named in the Contract.

"Deliverables" means the work product and other output of the services required to be delivered by Contractor as part of the Services, as specified in the relevant section of the Contract.

"Disabling Code" means any virus, back door, timer or other limiting routine, instruction or design, or other malicious, illicit or similar unrequested code that may have the consequence (whether by design or unintentionally) of disrupting, disabling, harming, circumventing security controls or otherwise impeding in any manner the normal operation or performance of (i) any software or service or (ii) any UNICEF information systems or network.

"End User" means, in the event that the Services or Deliverables involve the use of any information systems, any and all UNICEF employees, consultants and other personnel and any other external personnel working with UNICEF in each case, authorized by UNICEF to access and use the Services and/or Deliverables.

"Fee" is defined in Article 3.1.

"Host Government" means a Government with which UNICEF has a programme of development cooperation, and includes a Government of a country in which UNICEF provides humanitarian assistance.

Contractor's "Key Personnel" are: (i) Personnel identified in the proposal as key individuals (as a minimum, partners, managers, senior auditors) to be assigned for participation in the performance of the Contract; (ii) Personnel whose resumes were submitted with the proposal; and (iii) individuals who are designated as key personnel by agreement of the Contractor and UNICEF during negotiations.

"Parties" means the Contractor and UNICEF together and a "Party" means each of the Contractor and UNICEF.

Contractor's "Personnel" means the Contractor's officials, employees, agents, individual sub-contractors, and other representatives.

"Security Incident" means, with respect to any information system, service or network used in the delivery of the Services or Deliverables, one or more events that (a) indicates that the security of such information system, service, or network may have been breached or compromised and (b) that such breach or compromise could very likely compromise the security of UNICEF's Confidential Information or weaken or impair UNICEF's operations. Security Incident includes any actual, threatened or reasonably suspected unauthorized access to, disclosure of, use or acquisition of UNICEF Data that compromises the security, confidentiality, or integrity of the UNICEF Data, or the ability of UNICEF or End Users to access the UNICEF Data.

"Services" means the services specified in the relevant section of the Contract.

"UNICEF Supply Website" means UNICEF's public access webpage available at http://www.unicef.org/supply/index PROCUREMENT_POLICIES.html, as may be updated from time to time.

1.2 These General Terms and Conditions of Contract, UNICEF's Policy Prohibiting and Combating Fraud and Corruption, the UNICEF's Policy on Conduct Promoting the Protection and Safeguarding of Children, the UN Supplier Code of Conduct and UNICEF's Information Disclosure Policy referred to in the Contract, as well as other policies applicable to the Contractor, are publicly available on the UNICEF Supply Website. The Contractor represents that it has reviewed all such policies as of the effective date of the Contract.

2. Provision of Services and Deliverables; Contractor's Personnel; Sub-Contractors

2.1 The Contractor will provide the Services and deliver the Deliverables in accordance with the scope of work set out in the Contract, including, but not limited to, the time for delivery of the Services and Deliverables, and to UNICEF's satisfaction. Except as expressly provided in the Contract, the Contractor will 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 and delivery of the Deliverables under the Contract.

2.2 The Contractor acknowledges that, other than as expressly set out in the Contract, UNICEF will have no obligation to provide any assistance to the Contractor and UNICEF makes no representations as to the availability of any facilities, equipment, materials, systems or licenses which may be helpful or useful for the fulfillment by the Contractor of its obligations under the Contract. If UNICEF provides access to and use of UNICEF premises, facilities or systems (whether on site or remotely) to the Contractor for the purposes of the Contract, the Contractor will ensure that its Personnel or sub-contractors will, at all times (a) use such access exclusively for the specific purpose for which the access has been granted and (b) comply with UNICEF's security and other regulations and instructions for such access and use, including, but not limited to, UNICEF's information security policies. The Contractor will ensure that only those of its Personnel that have been authorized by the Contractor, and approved by UNICEF, have access to UNICEF's premises, facilities or systems.

2.3 The Contractor will use its best efforts to accommodate reasonable requests for changes (if any) to the scope of work of the Services or time for provision of the Services or delivery of the Deliverables. If UNICEF requests any material change to the scope of work or time for delivery, UNICEF and the Contractor will negotiate any necessary changes to the Contract, including as to the Fee and the time schedule under the Contract. Any such agreed changes will become effective only when they are set out in a written amendment to the Contract signed by both UNICEF and the Contractor. Should the Parties fail to agree on any such changes within thirty (30) days, UNICEF will have the option to terminate the Contract without penalty notwithstanding any other provision of the Contract.

2.4 The Contractor will neither seek nor accept instructions from any entity other than UNICEF (or entities authorized by UNICEF to give instructions to the Contractor) in connection with the provision of the Services or development and delivery of the Deliverables.

2.5 Title to any equipment and supplies which may be provided to the Contractor by UNICEF, will remain with UNICEF. Such equipment and supplies will be returned to UNICEF at the conclusion of the Contract or when no longer needed by the Contractor in the same condition as when they were provided to the Contractor, subject to normal wear and tear. The Contractor will pay UNICEF the value of any loss of, damage to, or degradation of, the equipment and supplies beyond normal wear and tear.

Non-conforming Services and Consequences of Delay

2.6 If the Contractor determines it will be unable to provide the Services or deliver the Deliverables by the date stipulated in the Contract, the Contractor will (i) immediately consult with UNICEF to determine the most expedient means for delivery of the Services and/or Deliverables; and (ii) take necessary action to expedite delivery of the Services and/or Deliverables, at the Contractor's cost (unless the delay is due to force majeure as defined in Article 6.8 below), if reasonably so requested by UNICEF.

2.7 The Contractor acknowledges that UNICEF may monitor the Contractor's performance under the Contract and may at any time evaluate the quality of the Services provided and the Deliverables to determine whether or not the Services and Deliverables conform to the Contract. The Contractor agrees to provide its full cooperation with such performance monitoring and evaluation, at no additional cost or expense to UNICEF, and will provide relevant information as reasonably requested by UNICEF, including, but not limited to, the date of receipt of the Contract, detailed status updates, costs to be charged and payments made by UNICEF or pending. Neither the evaluation of the Services and Deliverables, nor failure to undertake any such evaluation, will relieve the Contractor of any of its warranty or other obligations under the Contract.

2.8 If the Services or Deliverables provided by the Contractor do not conform to the requirements of the Contract or are delivered late or incomplete, without prejudice to any of its other rights and remedies, UNICEF can, at its option:
ANNEX A
GENERAL TERMS AND CONDITIONS

(a) by written notice, require the Contractor, at the Contractor's expense, to remedy its performance, including any deficiencies in the Deliverables, to UNICEF's satisfaction within thirty (30) days after receipt of UNICEF's notice (or within such shorter period as UNICEF may determine, in its sole discretion, is necessary as specified in the notice);

(b) require the Contractor to refund all payments (if any) made by UNICEF in respect of such non-conforming or incomplete performance;

(c) procure all or part of the Services and/or Deliverables from other sources, and require the Contractor to pay UNICEF for any additional cost beyond the balance of the Fee for such Services and Deliverables;

(d) give written notice to terminate the Contract for breach, in accordance with Article 6.1 below, if the Contractor fails to remedy the breach within the cure period specified in Article 6.1 or if the breach is not capable of remedy;

(e) require the Contractor to pay liquidated damages as set out in the Contract.

2.9 Further to Article 11.5 below, the Contractor expressly acknowledges that if UNICEF takes delivery of Services or Deliverables that have been delivered late or otherwise not in full compliance with the requirements of the Contract, this does not constitute a waiver of UNICEF's rights in respect of such late or non-compliant performance.

Contractor's Personnel and Sub-Contractors

2.10 The following provisions apply with regard to the Contractor's Personnel:

(a) The provisions of Article 7 (Ethical Standards) will apply to the Contractor's Personnel as expressly stated in Article 7.

(b) The Contractor will be responsible for the professional and technical competence of the Personnel it assigns to perform work under the Contract and will select professionally qualified, reliable and competent individuals who will be able to effectively perform the obligations under the Contract and who, while doing so, will respect the local laws and customs and conform to a high standard of moral and ethical conduct.

(c) The qualifications of any Personnel whom the Contractor may assign or may propose to assign to perform any obligations under the Contract will be substantially the same as, or better than, the qualifications of any Personnel originally proposed by the Contractor.

(d) At any time during the term of the Contract, UNICEF can make a written request that the Contractor replace one or more of the assigned Personnel. UNICEF will not be required to give an explanation or justification for this request. Within seven (7) working days of receiving UNICEF's request for replacement the Contractor must replace the Personnel in question with Personnel acceptable to UNICEF. This provision also extends to Personnel of the Contractor who have "account manager" or "relationship manager" type functions.

(e) If one or more of Contractor's Key Personnel become unavailable, for any reason, for work under the Contract, the Contractor will (i) notify the UNICEF contracting authority at least fourteen (14) days in advance; and (ii) obtain the UNICEF contracting authority's approval prior to making any substitution of Key Personnel. In notifying the UNICEF contracting authority, the Contractor will provide an explanation of the circumstances necessitating the proposed replacement(s) and submit justification and qualification of replacement Personnel in sufficient detail to permit evaluation of the impact on the engagement.

(f) The approval of UNICEF of any Personnel assigned by the Contractor (including any replacement Personnel) will not relieve the Contractor of any of its obligations under the Contract. The Contractor's Personnel, including individual sub-contractors, will not be considered in any respect as being the employees or agents of UNICEF.

(g) All expenses of the withdrawal or replacement of the Contractor's Personnel will, in all cases, be borne exclusively by the Contractor.

2.11 The Contractor will obtain the prior written approval and clearance of UNICEF for all institutional sub-contractors it proposes to use in connection with the Contract. The approval of UNICEF of a sub-contractor will not relieve the Contractor of any of its obligations under the Contract. The terms of any sub-contract will be subject to, and will be construed in a manner that is fully in accordance with, all of the terms and conditions of the Contract.

2.12 The Contractor confirms that it has read UNICEF's Policy on Conduct Promoting the Protection and Safeguarding of Children. The Contractor will ensure that its Personnel understand the notification requirements expected of them and will establish and maintain appropriate measures to promote compliance with such requirements. The Contractor will further cooperate with UNICEF's implementation of this policy.

2.13 The Contractor will supervise its Personnel and sub-contractors and will be fully responsible and liable for all Services performed by its Personnel and sub-contractors and for their compliance with the terms and conditions of the Contract.

2.14 The Contractor will comply with all applicable international standards and national labor laws, rules and regulations relating to the employment of national and international staff in connection with the Services, including, but not limited to, laws, 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. Without limiting the provisions of this Article 2 or Article 4 below, the Contractor will be fully responsible and liable for, and UNICEF will not be liable for (a) all payments due to its Personnel and sub-contractors for their services in relation to the performance of the Contract; (b) any action, omission, negligence or misconduct of the Contractor, its Personnel and sub-contractors; (c) any insurance coverage which may be necessary or desirable for the purpose of the Contract; (d) the safety and security of the Contractor's Personnel and sub-contractors' personnel; or (e) any costs, expenses, or claims associated with any illness, injury, death or disability of the Contractor's Personnel and sub-contractors' personnel, it being understood that UNICEF will have no liability or responsibility with regard to any of the events referred to in this Article 2.14.

3. Fee; Invoicing; Tax Exemption; Payment Terms

3.1 The fee for the Services is the amount in the currency specified in the fee section of the Contract (the "Fee"), it being understood that such amount is specified in United States dollars unless otherwise expressly provided for in the fee section of the Contract. Unless expressly stated otherwise in the Contract, the Fee 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; provided that, without prejudice to or limiting the provisions of Article 3.3 below, all duties and other taxes imposed by any authority or entity must be separately identified. It is understood and agreed that the Contractor will not request any change to the Fee after the Services or Deliverables have been provided and that the Fee cannot be changed except by written agreement between the Parties before the relevant Service or Deliverable is provided. UNICEF will not agree to changes to the Fee for modifications or interpretations of the scope of work if those modifications or interpretations of the scope of work have already been initiated by the Contractor. UNICEF will not be liable to pay for any work conducted or materials provided by the Contractor that are outside the scope of work or were not authorized in advance by UNICEF.

3.2 The Contractor will issue invoices to UNICEF only after the Contractor has provided the Services (or components of the Services) and delivered the Deliverables (or instalments of the Deliverables) in accordance with the Contract and to UNICEF's satisfaction. The Contractor will issue (a) one (1) invoice in respect of the payment being sought, in the currency specified in the Contract and in English, indicating the Contract identification number listed on the front page of the Contract; and (b) provide a clear and specific description of the Services provided and Deliverables delivered, as well as supporting documentation for reimbursable expenses if any, in sufficient detail to permit UNICEF to verify the amounts stated in the invoice.

3.3 The Contractor authorizes UNICEF to deduct from the Contractor's invoices any amount representing direct taxes (except charges for utilities services) and customs restrictions, duties and charges of a similar nature in respect of articles imported or exported for UNICEF's official use in accordance with the exemption from tax in Article II, Section 7 of the Convention of the Privileges and Immunities of the United Nations, 1946. In the event any governmental authority refuses to recognize this exemption from taxes, restrictions, duties or charges, the Contractor will immediately consult with UNICEF to determine a mutually acceptable procedure. The Contractor will provide full cooperation to UNICEF with regard to securing UNICEF's exemption from, or refund of amounts paid as, value-added taxes or taxes of a similar nature.

3.4 UNICEF will notify the Contractor of any dispute or discrepancy in the content or form of any invoice. With respect to disputes regarding only a portion of such invoice, UNICEF will pay the Contractor the amount of the undisputed portion in accordance with Article 3.5 below. UNICEF and the Contractor will consult in good faith to promptly resolve any dispute with respect to any invoice. Upon resolution of such dispute, any amounts that have not been charged in accordance with the Contract will be deducted from the invoice(s) in which they appear and UNICEF will pay any agreed remaining items in the invoice(s) in accordance with Article 3.5 within thirty (30) days after the final resolution of such dispute.

3.5 UNICEF will pay the uncontroverted amount of the Contractor's invoice within thirty (30) days of receiving both the invoice and the required supporting documents, as referred to in Article 3.2 above. The amount paid will reflect any discount(s) shown under the payment terms of the Contract. The Contractor will not be entitled to interest on any late payment or any arrears payable under the Contract nor any accrued interest on payments.
withheld by UNICEF in connection with a dispute. Payment will not relieve the Contractor of its obligations under the Contract and will not be deemed to be acceptance by UNICEF of, or waiver of any of UNICEF's rights with regard to, the Contractor's performance.

3.6 Each invoice will confirm the Contractor's bank account details provided to UNICEF as part of the Contractor's registration process with UNICEF. All payments due to the Contractor under the Contract will be made by electronic funds transfer to that bank account. It is the Contractor's responsibility to ensure that the bank details supplied by it to UNICEF are up to date and accurate and notify UNICEF in writing by an authorized representative of the Contractor of any changes in bank details together with supporting documentation satisfactory to UNICEF.

3.7 The Contractor acknowledges and agrees that UNICEF may withhold payment in respect of any invoice if, in UNICEF's opinion, the Contractor has not performed in accordance with the terms and conditions of the Contract, or if the Contractor has not provided sufficient documentation in support of the invoice.

3.8 UNICEF will have the right to set off, against any amount or amounts due and payable by UNICEF to the Contractor under the Contract, any payment, indebtedness or other claim (including, without limitation, any overpayment made by UNICEF to the Contractor) owing by the Contractor to UNICEF under the Contract or under any other contract or agreement between the Parties. UNICEF will not be required to give the Contractor prior notice before exercising this right of set-off (such notice being waived by the Contractor). UNICEF will promptly notify the Contractor after it has exercised such right of set-off, explaining the reasons for such set-off, provided, however, that the failure to give such notification will not affect the validity of such set-off.

3.9 Each of the invoices paid by UNICEF may be subject to a post-payment audit by UNICEF's external and internal auditors or by other authorised agents of UNICEF. At any time during the term of the Contract and for three (3) years after the Contract terminates, UNICEF will be entitled to a refund from the Contractor of amounts such audit or audits determine were not in accordance with the Contract regardless of the reasons for such payments (including but not limited to the actions or inactions of UNICEF staff and other personnel).

4. Representations and Warranties; Indemnification; Insurance

4.1 The Contractor represents and warrants that as of the effective date and throughout the term of the Contract: (a) the Contractor has the full authority and power to enter into the Contract and to perform its obligations under the Contract and the Contract is a legal, valid and binding obligation, enforceable against it in accordance with its terms; (b) all of the information it has previously provided to UNICEF, or that it provides to UNICEF during the term of the Contract, concerning the Contractor and the provision of the Services and the delivering of the Deliverables is true, correct, accurate and not misleading; (c) it is financially solvent and is able to provide the Services to UNICEF in accordance with the terms and conditions of the Contract; (d) it has, and will maintain throughout the term of the Contract, all rights, licenses, authority and resources necessary, as applicable, to provide the Services and deliver the Deliverables to UNICEF's satisfaction and to perform its obligations under the Contract; (e) the work product is and will be original to the Contractor and does not infringe any copyright, trademark, patent or other proprietary right of any third party and, except as otherwise expressly stated in the Contract, it has not and will not enter into any agreement or arrangement that restrains or restricts any person's rights to use, sell, dispose of or otherwise deal with any Deliverable or other work resulting from the Services. The Contractor will fulfill its commitments with the fullest regard to the interests of UNICEF and will refrain from any action which may adversely affect UNICEF or the United Nations.

4.2 The Contractor further represents and warrants, as of the effective date and throughout the term of the Contract, that it and its Personnel and sub-contractors will perform the Contract and provide the Services and Deliverables (a) in a professional and workmanlike manner; (b) with reasonable care and skill and in accordance with the highest professional standards accorded to professionals providing the same or substantially similar services in a similar industry; (c) with priority equal to that given to the same or similar services for the Contractor's other clients; and (d) in accordance with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract and the provision of the Services and Deliverables.

4.3 The representations and warranties made by the Contractor in Articles 4.1 and 4.2 above are made to and are for the benefit of (a) each entity (if any) that makes a direct financial contribution to UNICEF to procure the Services and Deliverables; and (b) each Government or other entity (if any) that receives the direct benefit of the Services and Deliverables, from and against all suits, claims, demands, losses and liability of any nature or kind, including their costs and expenses, by any third party and arising out of the acts or omissions of the Contractor or its Personnel or sub-contractors in the performance of the Contract. This provision will extend to but not be limited to (a) claims and liability in the nature of workers' compensation, (b) product liability, and (c) any actions or claims pertaining to the alleged infringement of a copyright or other intellectual property rights or licenses, patent, design, trade-name or trade-mark arising in connection with the Deliverables or other liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property provided or licensed to UNICEF under the terms of the Contract or used by the Contractor, its Personnel or sub-contractors in the performance of the Contract.

4.4 The Contractor will indemnify, hold and save harmless and defend, at its own expense, UNICEF, its officials, employees, consultants and agents, each entity that makes a direct financial contribution to UNICEF to procure the Services and Deliverables and each Government or other entity that receives the direct benefit of the Services and Deliverables, from and against all suits, claims, demands, losses and liability of any nature or kind, including their costs and expenses, by any third party and arising out of the acts or omissions of the Contractor or its Personnel or sub-contractors in the performance of the Contract. This provision will extend to but not be limited to (a) claims and liability in the nature of workers' compensation, (b) product liability, and (c) any actions or claims pertaining to the alleged infringement of a copyright or other intellectual property rights or licenses, patent, design, trade-name or trade-mark arising in connection with the Deliverables or other liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property provided or licensed to UNICEF under the terms of the Contract or used by the Contractor, its Personnel or sub-contractors in the performance of the Contract.

4.5 UNICEF will report any such suits, proceedings, claims, demands, losses or liability to the Contractor within a reasonable period of time after having received actual notice. The Contractor will have sole control of the defence, settlement and compromise of any such suit, proceeding, claim or demand, except with respect to the assertion or defence of the privileges and immunities of UNICEF or any matter relating to UNICEF's privileges and immunities (including matters relating to UNICEF's relations with Host Governments), which as between the Contractor and UNICEF only UNICEF itself (or relevant Governmental entities) will assert and maintain. UNICEF will have the right, at its own expense, to be represented in any such suit, proceeding, claim or demand by independent counsel of its own choosing.

Insurance

4.6 The Contractor will comply with the following insurance requirements:

(a) The Contractor will have and maintain in effect with reputable insurers and in sufficient amounts, insurance against all of the Contractor's risks under the Contract (including, but not limited to, the risk of claims arising out of or related to the Contractor's performance of the Contract), including the following:

(i) Insurance against all risks in respect of its property and any equipment used for the performance of the Contract;

(ii) General liability insurance against all risks in respect of the Contract and claims arising out of the Contract in an adequate amount to cover all claims arising from or in connection with the Contractor's performance under the Contract;

(iii) All appropriate workers' compensation and employer's liability insurance, or its equivalent, with respect to its Personnel and sub-contractors to cover claims for death, bodily injury or damage to property arising from the performance of the Contract; and

(iv) Such other insurance as may be agreed upon in writing between UNICEF and the Contractor.

(b) The Contractor will maintain the insurance coverage referred to in Article 4.6(a) above during the term of the Contract and for a period after the Contract terminates extending to the end of any applicable limitations period with regard to claims against which the insurance is obtained.

(c) The Contractor will be responsible to fund all amounts within any policy deductible or retention.

(d) Except with regard to the insurance referred to in paragraph (a)(iii) above, the insurance policies for the Contractor's insurance required under this Article 4.6 will (i) name UNICEF as an additional insured; (ii) include a waiver by the insurer of any subrogation rights against UNICEF; and (iii) provide that UNICEF will receive thirty (30) days' written notice from the insurer prior to any cancellation or change of coverage.

(e) The Contractor will, upon request, provide UNICEF with satisfactory evidence of the insurance required under this Article 4.6.

(f) Compliance with the insurance requirements of the Contract will not limit the Contractor's liability either under the Contract or otherwise.

4.7 The Contractor will pay UNICEF promptly for all loss, destruction or damage to UNICEF's property caused by the Contractor's Personnel or sub-contractors in the performance of the Contract.

5. Intellectual Property and Other Proprietary Rights; Data Protection; Confidentiality

Intellectual Property and Other Proprietary Rights

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5.1 Unless otherwise expressly provided for in the Contract:

(a) Subject to paragraph (b) of this Article 5.1, UNICEF will 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, documents, data and other materials ("Contract Materials") that (i) the Contractor develops for UNICEF under the Contract and which bear a direct relation to the Contract or (ii) are produced, prepared or collected in consequence of, or during the course of, the performance of the Contract. The term "Contract Materials" includes, but is not limited to, all maps, drawings, photographs, plans, reports, recommendations, estimates, documents developed or received by, and all other data compiled by or received by, the Contractor under the Contract. The Contractor acknowledges and agrees that Contract Materials constitute works made for hire for UNICEF. Contract Materials will be treated as UNICEF's Confidential Information and will be delivered only to authorized UNICEF officials on expiry or termination of the Contract.

(b) UNICEF will not be entitled to, and will not claim any ownership interest in, any intellectual property or other proprietary rights of the Contractor that pre-existed the performance by the Contractor of its obligations under the Contract, or that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract. The Contractor grants to UNICEF a perpetual, non-exclusive, royalty-free license to use such intellectual property or other proprietary rights solely for the purposes of and in accordance with the requirements of the Contract.

(c) At UNICEF's request, the Contractor will take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them (or, in the case, intellectual property referred to in paragraph (b) above, licensing) them to UNICEF in compliance with the requirements of the applicable law and of the Contract.

Confidentiality

5.2 Confidential Information 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 or in connection with the subject matter of the Contract will be held in confidence by the Recipient. The Recipient will use the same care and discretion to avoid disclosure of the Discloser's Confidential Information as the Recipient uses for its own Confidential Information and will use the Discloser's Confidential Information solely for the purpose for which it was disclosed to the Recipient. The Recipient will not disclose the Discloser's Confidential Information to any other party:

(a) except to those of its Affiliates, employees, officials, representatives, agents and sub-contractors who have a need to know such Confidential Information for purposes of performing obligations under the Contract; or

(b) unless the Confidential Information (i) is obtained by the Recipient from a third party without restriction; (ii) is disclosed by the Discloser to a third party without any obligation of confidentiality; (iii) is independently obtained by the Recipient prior to disclosure by the Discloser; or (iv) at any time is developed by the Recipient completely independently of any disclosures under the Contract.

5.3 If the Contractor receives a request for disclosure of UNICEF's Confidential Information pursuant to any judicial or law enforcement process, before any such disclosure is made, the Contractor (a) will give UNICEF sufficient notice of such request in order to allow UNICEF to have a reasonable opportunity to secure the intervention of the relevant national government to establish protective measures or take such other action as may be appropriate and (b) will so advise the relevant authority that requested disclosure. UNICEF may disclose the Contractor's Confidential Information to the extent required pursuant to resolutions or regulations of its governing bodies.

5.4 The Contractor may not communicate at any time to any other person, Government or authority external to UNICEF, any information known to it by reason of its association with UNICEF that has not been made public, except with the prior written authorization of UNICEF; nor will the Contractor at any time use such information to private advantage.

Data Protection and Security

5.5 The Parties agree that, as between them, all UNICEF Data, together with all rights (including intellectual property and proprietary rights), title and interest to such UNICEF Data, will be the exclusive property of UNICEF, and the Contractor has a limited, nonexclusive license to access and use the UNICEF Data as provided in the Contract solely for the purpose of performing its obligations under the Contract. Except for the foregoing license, the Contractor will have no other rights, whether express or implied, in or to any UNICEF Data or its content.

5.6 The Contractor confirms that it has a data protection policy in place that meets all applicable data protection standards and legal requirements and that it will apply such policy in the collection, storage, use, processing, retention and destruction of UNICEF Data. The Contractor will comply with any guidance or conditions on access and disclosure notified by UNICEF to Contractor in respect of UNICEF Data.

5.7 The Contractor will use its reasonable efforts to ensure the logical segregation of UNICEF Data from other information to the fullest extent possible. The Contractor will use safeguards and controls (such as administrative, technical, physical, procedural and security infrastructures, facilities, tools, technologies, practices and other protective measures) that are necessary and sufficient to meet the Contractor's confidentiality obligations in this Article 5 as they apply to UNICEF Data. At UNICEF's request, the Contractor will provide UNICEF with copies of the applicable policies and a description of the safeguards and controls that the Contractor uses to fulfill its obligations under this Article 5; provided that any such policies and description provided by the Contractor will be treated as the Contractor's Confidential Information under the Contract. UNICEF may assess the effectiveness of these safeguards, controls and protective measures and, at UNICEF's request, the Contractor will provide its full cooperation with any such assessment at no additional cost or expense to UNICEF. The Contractor will not, and will ensure that its Personnel will not, transfer, copy, remove or store UNICEF Data from a UNICEF location, network or system without the prior written approval of an authorized official of UNICEF.

5.8Except as otherwise expressly stated in the Contract or with UNICEF's express prior written consent, the Contractor will not install any application or other software on any UNICEF device, network or system. The Contractor represents and warrants to UNICEF that the Services and Deliverables provided under the Contract will not contain any Disabling Code, and that UNICEF will not otherwise receive from the Contractor any Disabling Code in the performance of the Contract. Without prejudice to UNICEF's other rights and remedies, if a Disabling Code is identified, the Contractor, at its sole cost and expense, will take all steps necessary to: (a) restore and/or reconstruct any and all UNICEF Data lost by UNICEF and/or End Users as a result of Disabling Code; (b) furnish to UNICEF a corrected version of the Services without the presence of Disabling Codes; and (c) at a need, re-implement the Services.

5.9 In the event of any Security Incident, the Contractor will, as soon as possible following the Contractor's discovery of such Security Incident and at its sole cost and expense: (a) notify UNICEF of such Security Incident and of the Contractor's proposed remedial actions; (b) implement any and all necessary damage mitigation and remedial actions; and (c) as relevant, restore UNICEF's and, as directed by UNICEF, End Users' access to the Services. The Contractor will keep UNICEF reasonably informed of the progress of the Contractor's implementation of such damage mitigation and remedial actions. The Contractor, at its sole cost and expense, will cooperate fully with UNICEF's investigation of, remediation of, and/or response to any Security Incident. If the Contractor fails to resolve, to UNICEF's reasonable satisfaction, any such Security Incident, UNICEF can terminate the Contract with immediate effect.

Service Providers and Sub-Contractors

5.10 The Contractor will impose the same requirements relating to data protection and non-disclosure of Confidential Information, as are imposed upon the Contractor itself by this Article 5 of the Contract, on its service providers, subcontractors and other third parties and will remain responsible for compliance with such requirements by its service providers, subcontractors and other third parties.

End of Contract

5.11 Upon the expiry or earlier termination of the Contract, the Contractor will:

(a) return to UNICEF all of UNICEF's Confidential Information, including, but not limited to, UNICEF Data, or, at UNICEF's option, destroy all copies of such information held by the Contractor or its sub-contractors and confirm such destruction to UNICEF in writing; and

(b) will transfer to UNICEF all intellectual and other proprietary information in accordance with Article 5.1(a).

6. Termination; Force Majeure

Termination by Either Party for Material Breach

6.1 If one Party is in material breach of any of its obligations under the Contract, the other Party can give written notice that within thirty (30) days of receiving such notice the breach must be remedied (if such breach is capable of remedy). If the breaching Party does not remedy the breach within the thirty (30) days' period or if the breach is not capable of remedy, the non-breaching Party can terminate the Contract. The termination will be effective thirty (30) days after the non-breaching Party gives the breaching Party written notice of termination. The initiation of conciliation or arbitral proceedings in accordance with Article 9 (Privileges and Immunities; Settlement of Disputes) below will not be grounds for termination of the Contract.

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Additional Termination Rights of UNICEF

6.2 In addition to the termination rights under Article 6.1 above, UNICEF can terminate the Contract with immediate effect upon delivery of a written notice of termination, without any liability for termination charges or any other liability of any kind:

(a) in the circumstances described in, and in accordance with, Article 7 (Ethical Standards); or

(b) if the Contractor breaches any of the provisions of Articles 5.2-5.11 (Confidentiality; Data Protection and Security); or

(c) if the Contractor (i) is adjudged bankrupt, or is liquidated, or becomes insolvent, or applies for a moratorium or stay on any payment or repayment obligations, or applies to be declared insolvent, (ii) is granted a moratorium or a stay, or is declared insolvent, (iii) makes an assignment for the benefit of one or more of its creditors, (iv) has a receiver appointed on account of the insolvency of the Contractor, (v) offers a settlement in lieu of bankruptcy or receivership or (vi) has become, in UNICEF's reasonable judgment, subject to a materially adverse change in its financial condition that threatens to substantially affect the ability of the Contractor to perform any of its obligations under the Contract.

6.3 In addition to the termination rights under Article 6.1 and Article 6.2 above, UNICEF can terminate the Contract at any time by providing written notice to the Contractor in any case in which UNICEF's mandate applicable to the performance of the Contract or UNICEF's funding applicable to the Contract is curtailed or terminated, whether in whole or in part. UNICEF can also terminate the Contract on sixty (60) day's written notice to the Contractor without having to provide any justification.

6.4 As soon as it receives a notice of termination from UNICEF, the Contractor will take immediate steps to bring the performance of any obligations under the Contract to a close in a prompt and orderly manner, and in doing so, reduce expenses to a minimum, and will not undertake any further or additional commitments as of and following the date it receives the termination notice. In addition, the Contractor will take any other action that may be necessary, or that UNICEF may direct in writing, in order to minimise losses or protect and preserve any property, whether tangible or intangible, related to the Contract that is in the possession of the Contractor and in which UNICEF has or may be reasonably expected to acquire an interest.

6.5 If the Contract is terminated by either Party, the Contractor will immediately deliver to UNICEF any finished work which has not been delivered and accepted prior to the receipt of a notice of termination, together with any data, materials or work-in-process related specifically to the Contract. If UNICEF obtains the assistance of another party to continue the Services or complete any unfinished work, the Contractor will provide its reasonable cooperation to UNICEF and such party in the orderly migration of Services and transfer of any Contract-related data, materials and work-in-process. The Contractor will at the same time return to UNICEF all of UNICEF's Confidential Information and will transfer to UNICEF all intellectual and other proprietary information in accordance with Article 5.

6.6 If the Contract is terminated by either Party no payment will be due from UNICEF to the Contractor except for Services and Deliverables provided to UNICEF's satisfaction in accordance with the Contract, but only if such Services and Deliverables were required or requested before the Contractor's receipt of the notice of termination or, in the case of termination by the Contractor, the effective date of such termination. The Contractor will have no claim for any further payment beyond payments in accordance with this Article 6.6, but will remain liable to UNICEF for all loss or damages which may be suffered by UNICEF by reason of the Contractor's default (including but not limited to cost of the purchase and delivery of replacement or substitute Services or Deliverables).

6.7 The termination rights in this Article 6 are in addition to all other rights and remedies of UNICEF under the Contract.

Force Majeure

6.8 If one Party is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations under the Contract, the other Party may terminate the Contract on the same terms and conditions as are provided for in Article 6.1 above, except that the period of notice will be seven (7) days instead of thirty (30) days. "Force majeure" means any unforeseeable and irresistible events arising from causes beyond the control of the Parties, including acts of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism or other acts of a similar nature or force. "Force majeure" does not include (a) any event which is caused by the negligence or intentional action of a Party; (b) any event which a diligent party could reasonably have been expected to take into account and plan for at the time the Contract was entered into; (c) the insufficiency of funds, inability to make any payment required under the Contract, or any economic conditions, including but not limited to inflation, price escalations, or labour availability; or (d) any event resulting from harsh conditions or logistical challenges for the Contractor (including civil unrest) associated with locations at which UNICEF is operating or is about to operate or is withdrawing from, or any event resulting from UNICEF's humanitarian, emergency, or similar response operations.

7. Ethical Standards

7.1 Without limiting the generality of Article 2 above, the Contractor will be responsible for the professional and technical competence of its Personnel including its employees and will select, for work under the Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local laws and customs, and conform to a high standard of moral and ethical conduct.

7.2 (a) The Contractor represents and warrants that no official of UNICEF or of any United Nations System organisation has received from or on behalf of the Contractor, or will be offered by or on behalf of the Contractor, any direct or indirect benefit in connection with the Contract, including the award of the Contract to the Contractor. Such direct or indirect benefit includes, but is not limited to, any gifts, favours or hospitality.

(b) The Contractor represents and warrants that the following requirements with regard to former UNICEF officials have been complied with and will be complied with:

(i) During the one (1) year period after an official has separated from UNICEF, the Contractor may not make a direct or indirect offer of employment to that former UNICEF official if that former UNICEF official was, during the three years prior to separating from UNICEF, involved in any aspect of a UNICEF procurement process in which the Contractor has participated.

(ii) During the two (2) year period after an official has separated from UNICEF, that former official may not, directly or indirectly on behalf of the Contractor, communicate with UNICEF, or present to UNICEF, about any matters that were within such former official's responsibilities while at UNICEF.

(c) The Contractor further represents that, in respect of all aspects of the Contract (including the award of the Contract by UNICEF to the Contractor and the selection and awarding of sub-contracts by the Contractor), it has disclosed to UNICEF any situation that may constitute an actual or potential conflict of interest or could reasonably be perceived as a conflict of interest.

7.3 The Contractor further represents and warrants that neither it nor any of its Affiliates, or Personnel or directors, is subject to any sanction or temporary suspension imposed by any United Nations System organisation or other international inter-governmental organisation. The Contractor will immediately disclose to UNICEF if it or any of its Affiliates or Personnel or directors, becomes subject to any such sanction or temporary suspension during the term of the Contract.

7.4 The Contractor will (a) observe the highest standard of ethics; (b) use its best efforts to protect UNICEF against fraud, in the performance of the Contract; and (c) comply with the applicable provisions of UNICEF's Policy Prohibiting and Combatting Fraud and Corruption. In particular, the Contractor will not engage, and will ensure that its Personnel, agents and sub-contractors do not engage, in any corrupt, fraudulent, coercive, collusive or obstructive conduct as such terms are defined in UNICEF's Policy Prohibiting and Combatting Fraud and Corruption.

7.5 The Contractor will, during the term of the Contract, comply with (a) all laws, ordinances, rules and regulations bearing upon the performance of its obligations under the Contract and (b) the standards of conduct required under the UN Supplier Code of Conduct (available at the United Nations Global Marketplace website - www.unmg.org).

7.6 The Contractor further represents and warrants that neither it nor any of its Affiliates is engaged, directly or indirectly, (a) in any practice inconsistent with the rights set out in the Convention on the Rights of the Child, including Article 32, or the International Labour Organisation's Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, No. 182 (1999); or (b) in the manufacture, sale, distribution, or use of anti-personnel mines or components utilised in the manufacture of anti-personnel mines.

7.7 The Contractor represents and warrants that it has taken and will take all appropriate measures to prevent sexual exploitation or abuse of anyone by its Personnel including its employees or any persons engaged 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, will constitute the sexual exploitation and abuse of such person. In addition, the Contractor represents and warrants that it has taken and will take all appropriate measures to prohibit its Personnel including its employees or other persons engaged by the Contractor, from exchanging any money, goods, services, or other things of value, for sexual favours or activities or from engaging in any sexual activities that are exploitive or degrading to any person. This provision constitutes an essential term of the Contract and any breach of this representation and warranty will
entitle UNICEF to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

7. The Contractor will inform UNICEF as soon as it becomes aware of any incident or report that is inconsistent with the undertakings and confirmations provided in this Article 7.

7.9 The Contractor acknowledges and agrees that each of the provisions in this Article 7 constitutes an essential term of the Contract.

(a) UNICEF will be entitled, in its sole discretion and at its sole choice, to suspend or terminate the Contract and any other contract between UNICEF and the Contractor with immediate effect upon written notice to the Contractor if: (i) UNICEF becomes aware of any incident or report that is inconsistent with, or breaches any of, the undertakings and confirmations provided in this Article 7 or the equivalent provisions of any contract between UNICEF and the Contractor or any of the Contractor’s Affiliates, or (ii) the Contractor or any of its Affiliates, or Personnel or directors becomes subject to any sanction or temporary suspension described in Article 7.3 during the term of the Contract.

(b) In the case of suspension, if the Contractor takes appropriate action to address the relevant incident or breach to UNICEF’s satisfaction within the period stipulated in the notice of suspension, UNICEF may lift the suspension by written notice to the Contractor and the Contract and all other affected contracts will resume in accordance with their terms. If, however, UNICEF is not satisfied that the matters are being adequately addressed by the Contractor, UNICEF may at any time, exercise its right to terminate the Contract and any other contract between UNICEF and the Contractor.

(c) Any suspension or termination under this Article 7 will be without any liability for termination or other charges or any other liability of any kind.

8. Full Cooperation with Audits And Investigations

8.1 From time to time, UNICEF may conduct inspections, post-payment audits or investigations relating to any aspect of the Contract including but not limited to the award of the Contract, the way in which the Contract operates or operated, and the Parties’ performance of the Contract generally and including but not limited to the Contractor’s compliance with the provisions of Article 7 above. The Contractor will provide its full and timely cooperation with any such inspections, post-payment audits or investigations, including (but not limited to) making its Personnel and any relevant data and documentation available for the purposes of such inspections, post-payment audits or investigations, at reasonable times and on reasonable conditions, and granting UNICEF and those undertaking such inspections, post-payment audits or investigations access to the Contractor’s premises at reasonable times and on reasonable conditions in connection with making its Personnel and any relevant data and documentation available. The Contractor will require its sub-contractors and its agents, including, but not limited to, the Contractor’s attorneys, accountants or other advisers, to provide reasonable cooperation with any inspections, post-payment audits or investigations carried out by UNICEF.

9. Privileges and Immunities; Settlement of Disputes

9.1 Nothing in or related to the Contract will be deemed a waiver, express or implied, deliberate or inadvertent, of any of the privileges and immunities of the United Nations, including UNICEF and its subsidiary organs, under the Convention on the Privileges and Immunities of the United Nations, 1946, or otherwise.

9.2 The terms of the Contract will be interpreted and applied without application of any system of national or sub-national law.

9.3 The Parties will use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to the Contract. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation will take place in accordance with the UNCTRAL Conciliation Rules then in force, or according to such other procedure as may be agreed between the Parties. Any dispute, controversy or claim between the Parties arising out of the Contract which is not resolved within ninety (90) days after one Party receives a request from the other Party for amicable settlement can be referred to either Party to arbitration. The arbitration will take place in accordance with the UNCTRAL Arbitration Rules then in force. The venue of the arbitration will be New York, NY, USA. The decisions of the arbitral tribunal will be based on general principles of international commercial law. The arbitral tribunal will have no authority to award punitive damages. In addition, the arbitral tribunal will have no authority to award interest in excess of the London Inter-Bank Offered Rate (LIBOR) then prevailing and any such interest will be simple interest only. The Parties will be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

10. Notices
ANNEXURES TO BE ATTACHED SEPARATELY WITH RFP:

ACCEPTANCE OF GENERAL TERMS AND CONDITIONS (ANNEX-A) IS MANDATORY.

ANNEX-B

TECHNICAL PROPOSAL - CONTENT & FORMAT

The technical proposal of the bidders should contain the following minimum information. Bidders are free to provide, any other information that they deem fit and relevant in support of their bid.

Section- 1. Contractor's company/firm

a) In this section the contractor should highlight about their company, how it is organised (organisation structure), its capability and a brief about its key personnel, (beginning from 2016 and backward) for whom the contractor has undertaken similar assignments along with the name of the contact person and contact details of its clients.

b) Out of the above list, provide information of 3-5 assignments for which your company and your company’s personnel were contracted. Please highlight those assignments similar to the one requested by UNICEF. Please use the format specified in Annex-C.

Section-2: Description of the Approach, Methodology and Work Plan

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present this section of the technical proposal into 4 chapters:-

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach. DO NOT CUT AND PASTE TEXTS FROM THE TOR SHARED WITH YOUR COMPANY. The associated risks should also be highlighted and the methods to mitigate those risks should be proposed.

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the ToR and ability to translate them into a feasible working plan. A list of the final technical documents, including reports, drawings, and tables to be delivered as final output, should be included here.

c) Organization and staffing of the team for this assignment. In this chapter you should propose the structure and composition of your team which will be deployed for this assignment. You should list the main disciplines of the assignment, the key expert responsible and proposed technical and support staff along with their curriculum vitae (CVs).

d) Team composition and tasks assigned. Please provide the details as per the following

<table>
<thead>
<tr>
<th>Name of staff</th>
<th>Area of expertise</th>
<th>Position assigned</th>
<th>Firm</th>
<th>Task Assigned</th>
<th>No. of days of input</th>
</tr>
</thead>
</table>


<table>
<thead>
<tr>
<th>Assignment name:</th>
<th>Country:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Location within country:</td>
</tr>
<tr>
<td>Name of Client:</td>
<td>Address:</td>
</tr>
<tr>
<td>Duration of assignment (months):</td>
<td>Total N\textsuperscript{o} of staff-months of the assignment:</td>
</tr>
<tr>
<td>Start date (month/year):</td>
<td></td>
</tr>
<tr>
<td>Completion date (month/year):</td>
<td></td>
</tr>
<tr>
<td>Approx. value of the contract (in current BDT):</td>
<td></td>
</tr>
<tr>
<td>Name of associated Contractors, if any:</td>
<td>N\textsuperscript{o} of professional staff-months provided by associated Contractors:</td>
</tr>
<tr>
<td>Name of associated Contractors, if any:</td>
<td>Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader etc):</td>
</tr>
<tr>
<td>Narrative description of Project:</td>
<td></td>
</tr>
<tr>
<td>Description of actual services provided by your staff within the assignment:</td>
<td></td>
</tr>
</tbody>
</table>
## FINANCIAL PROPOSAL - SUMMARY AND BREAKDOWN OF EXPENSES

**Note:** Bidder should submit financial proposal indicating unit costs as below.

<table>
<thead>
<tr>
<th>Description of services</th>
<th>Unit</th>
<th>Unit Rate</th>
<th>% of year increase of Net Take Home Salary only</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A) Cleaner:</strong>&lt;br&gt;a) Net Salary (take home salary)&lt;br&gt;b) Laundry allowance&lt;br&gt;c) Medical allowance&lt;br&gt;d) Bonus (2 festival bonuses equivalent to 1 month’s take home salary)&lt;br&gt;e) Leave entitlement (14 days max. in a year)&lt;br&gt;f) Training cost&lt;br&gt;g) Uniform&lt;br&gt;h) Insurance (life/medical/ accidental) for reimbursement on production of insurance certificate&lt;br&gt;i) Other allowance, (if any, please specify)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>A.1:</strong> Overhead cost covering company margin (fixed %)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total cost for one (1) Cleaner excluding VAT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B.2:</strong> Overtime rate/hour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B) Full time Supervisor</strong>&lt;br&gt;a) Net Salary (take home salary)&lt;br&gt;b) Medical allowance&lt;br&gt;c) Bonus (2 festival bonuses equivalent to 1 month’s take home salary max.)&lt;br&gt;d) Leave entitlement (14 days max. in a year)&lt;br&gt;e) Other allowance, (if any, please specify)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B.1:</strong> Overhead cost covering company margin (fixed %)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total cost for one (1) Supervisor excluding VAT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>C) Rate for Extra Cleaner on daily basis, to meet emergency requirement</strong></td>
<td>Fee per day</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>D) Estimated Monthly Cost for cleaning material (as per Item list and quantity with rate and cost attached as an annex)</strong></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>E) Cost of any special or deep cleaning</strong></td>
<td>Per Sft</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>F) Other Cost (any new items other than those indicated above should be specified with justification)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>VAT on the requested service – please mention the percentage (%) (where VAT is not applicable bidder should indicate 0%)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Guiding Note to consider at the time of preparing the financial proposal:

- Amount of Net Take Home Salary for Cleaner and for the Supervisor should be quoted considering the reasonable living cost based on current market situation, it should be adequate to maintain a family with essential standard at their level.
- Overtime will be applicable for duties exceeding the normal 48 hours of a week (excluding 30 min/day for lunch break) as per agreed rate.
- The contracting company to provide 4 sets of uniforms, two pair of shoes and one jacket in a year (for summer and winter) and a raincoat and umbrella once in every two years.
## EVALUATION CRITERIA FOR TECHNICAL PROPOSAL

Below is the technical evaluation criteria and qualifying points for institutions to get the contract:

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor provided/providing similar cleaning services for other UN agencies, International Organizations, Foreign Embassies and for reputable companies in Bangladesh and certified with very good comments/ratings in their performance certificate. (<em>Attach supporting documents as evidence with the technical proposal. Each suitable evidence will get 3 points up to minimum for 3 examples.</em>)</td>
<td>10</td>
</tr>
<tr>
<td>Contractor has experienced, well trained and skilled supervisors to give effective cleaning schedule and instructions to the cleaners. (<em>Sample of used Timetable and Schedule to be attached with the technical proposal to check quality.</em>)</td>
<td>10</td>
</tr>
<tr>
<td>Contractor supply cleaning material with good quality and enough quantity to cover Dhaka main office. (<em>List and brand of the cleaning material to be attached with the technical proposal</em>)</td>
<td>10</td>
</tr>
<tr>
<td>A declaration that the contractor’s company or any of its manager(s) and employees have no criminal records and are clean/permitted to provide janitorial services to the Multinational or UN Agencies in Bangladesh. This declaration must be on the contractor’s letter head.</td>
<td>05</td>
</tr>
<tr>
<td>List of the Janitors with their highest educational background and years of experience in janitorial services (present the information in a table form). Attach copies of the relevant academic or vocational training certificates as evidence.</td>
<td>10</td>
</tr>
<tr>
<td>Statement and evidence of Contractor’s working experience in Janitorial Services. (Clients name, address, contact details i.e. email and mobile/cell phone number, period of services and contract value - present the information in a table form). Attach copies of four (4) past contract / award letters from 2015 to date as evidence.</td>
<td>10</td>
</tr>
<tr>
<td>List of major cleaning equipment or tools owned by the Contractor/Company and their present working condition. (present the information in a table form)</td>
<td>05</td>
</tr>
</tbody>
</table>

**Total** 60

For this RFP, the **Technical Proposal** has a total score of 60 points. Bidders must score minimum of 42 points to be considered technically compliant and in order, for the Financial Proposals to be opened. Financial proposal has a total score of 40 points.

The final selection of the bidder will be based on a quality and cost basis as specified in the RFP.
TERMS OF REFERENCE FOR INSTITUTIONAL CONTRACT

<table>
<thead>
<tr>
<th>Title of the assignment</th>
<th>To provide professional Cleaning Services for UNICEF Bangladesh Country Office (BCO) under Long-Term Agreement (LTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>The United Nations Children’s Fund (UNICEF) Bangladesh Country Office would like to establish Long Term Arrangement (LTA) with a reputed company having proven capacity to provide professional cleaning services with adequate number of skilled work force including supervising staff and required equipment to keep the office premises (inside and outside) fully clean.</td>
</tr>
<tr>
<td>Location</td>
<td>UNICEF BCO: UNICEF House at Plot # E-30, Syed Mahbub Morshed Avenue, Sher-E- Bangla Nagar, Dhaka-1207;</td>
</tr>
<tr>
<td>Estimated Duration</td>
<td>Initially the LTA will be established for two (2) years with the provision to extend the duration up to additional two (2) years subject to satisfactory performance and market price review.</td>
</tr>
<tr>
<td>Reporting to Technical Supervisor of this assignment</td>
<td>Admin Specialist, Administration Section</td>
</tr>
</tbody>
</table>

1. Background

United Nations International Children's Emergency Fund (UNICEF) provides humanitarian and development assistance to children and mothers in developing countries. It is a permanent part of the United Nations system working with Governments and development partners across 190 countries. UNICEF has collaborated with the Government of Bangladesh and development partners since 1952 for the provision and development of assistance to children and mothers. With its Country Office in Dhaka and field offices presence in Divisional Cities and Districts, UNICEF plans and implements various health, water, protection and education programmers to achieve the country's developmental objectives including the Millennium Development Goals.

The new UNICEF BCO is located within the Dhaka metropolitan city, along the Shamoly to Agargaon main road within the close proximity of Bangladesh Betar Building, Asian Development Bank and World Bank.

The cleaning services to be provided for a floor space of approx. 74,000 sft. with capacity to accommodate 193 people/staff and a large number of visitors come to UNICEF every day for different purposes. To ensure a hygienic and comfortable work environment in the office, it is required to be kept perfectly clean and tidy. The overall cleaning work should cover, cleaning of floors, glass or normal walls, roof including furniture placed in the staff working areas, meeting rooms, cafeterias, staircase, rooftop, drain, boundary area etc. For toilets, during the office hours full time cleaners should be available to keep the toilets clean and tidy with global standard facilities. The UNICEF BCO is a 3-story office building, to understand the volume of cleaning work and their nature, please see the details provided in the following tables:
<table>
<thead>
<tr>
<th>AREA</th>
<th>Square Feet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basement Floor</td>
<td>19,334</td>
</tr>
<tr>
<td>Ground Floor + Lobby</td>
<td>11,683</td>
</tr>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; Floor (Typical Floors)</td>
<td>14,368</td>
</tr>
<tr>
<td>2&lt;sup&gt;nd&lt;/sup&gt; Floor (Typical Floors)</td>
<td>14,085</td>
</tr>
<tr>
<td>3&lt;sup&gt;rd&lt;/sup&gt; Floor (Roof Area / Typical Area)</td>
<td>14,267</td>
</tr>
<tr>
<td>Boundary walls</td>
<td>13,640</td>
</tr>
<tr>
<td>Ground Floor Terrace</td>
<td>1,867</td>
</tr>
<tr>
<td>Garden Area</td>
<td>8,423</td>
</tr>
<tr>
<td>Total Car Park Area</td>
<td>6,300</td>
</tr>
<tr>
<td>Area of Glass Walls to be cleaned</td>
<td>11,500</td>
</tr>
</tbody>
</table>

NOTE: Prior submission of the bid response Interested Contractors would be allowed to visit the UNICEF House to conduct their own assessment. A visit/meeting schedule will be planned, respective UNICEF officials will be present during that visiting hour.

ROOM DETAILS:

<table>
<thead>
<tr>
<th>TYPES</th>
<th>NOS.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total nos. of Closed Offices (present configuration)</td>
<td>22</td>
</tr>
<tr>
<td>Total nos. of Open Offices (present configuration)</td>
<td>172</td>
</tr>
<tr>
<td>Visiting Mission Cubicles (present configuration)</td>
<td>3</td>
</tr>
<tr>
<td>File Rooms</td>
<td>5</td>
</tr>
<tr>
<td>Total no. of Meeting / Conf. Rooms</td>
<td>12</td>
</tr>
<tr>
<td>Video Conference Rooms</td>
<td>1</td>
</tr>
<tr>
<td>Total nos. of Restrooms (M &amp; F)</td>
<td>13</td>
</tr>
<tr>
<td>Total nos. of Archive Rooms</td>
<td>1</td>
</tr>
<tr>
<td>Gymnasium</td>
<td>1</td>
</tr>
<tr>
<td>Canteen</td>
<td>1</td>
</tr>
<tr>
<td>Tea Room</td>
<td>1</td>
</tr>
<tr>
<td>Tech / OTR / Copy Rooms</td>
<td>6</td>
</tr>
<tr>
<td>TYPES</td>
<td>NOS.</td>
</tr>
<tr>
<td>--------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Library (PIC)</td>
<td>0</td>
</tr>
<tr>
<td>Driver's Room</td>
<td>2</td>
</tr>
<tr>
<td>Mechanical Rooms</td>
<td>2</td>
</tr>
<tr>
<td>Main Gate Guard Room</td>
<td>1</td>
</tr>
<tr>
<td>Staircases</td>
<td>4</td>
</tr>
<tr>
<td>Patios</td>
<td>4</td>
</tr>
<tr>
<td>Cleaners Room</td>
<td>2</td>
</tr>
</tbody>
</table>

2. Objectives, Purpose and Expected Results

To perform the cleaning work the cleaners should be in the office premises from 7:30 am to 5:30 pm during Sunday to Thursday with half an hour lunch break from 1:00 – 1:30 and on Saturday from 7:30 to 11:00 am.

Daily, weekly and monthly cleaning is to be undertaken as per agreed upon schedule. The daily cleaning must be completed outside the working hours so as to cause no disturbance to the staff. Weekly tasks will be undertaken during the weekends and minimal services will be made available on holidays as per advice from UNICEF.

3. Description of Assignment (Scope of Work)

The following is the Scope of Work for the Contract for cleaning Services. UNICEF may provide specific work assignments to the assigned cleaners with respect to minute details of the work, such as the number of Cleaners to be assigned per shift, areas to be cleaned (or areas of responsibility), and other minute details that UNICEF may deem necessary as called for any situation, or cleaning requirements as advised by the Agency with UNICEF’s approval.

The Contractor shall provide Janitorial Services as per the requirement of UNICEF, including the followings:

a) Provide Janitors/Janitress, their uniform, cleaning tools and work equipment, and other necessary protective paraphernalia used in carrying out the required janitorial services;

b) Provide a professional cleaning force comprising both male and female staff which should include one (1) supervisor and janitors/janitresses;

c) The supervisor shall be tasked in ensuring the proper execution of all janitorial activities and responsible to close the doors and open them during weekends and holidays, as required by UNICEF.

d). The Contractor shall ensure availability of relievers for continuous and uninterrupted service in case of inability of regular personnel to report for work.

e). The Contractor shall be duly licensed and registered with the appropriate Government Agencies including the Social Security System.
The activities stated above shall be as enumerated hereunder but not limited to this list. These must be observed and complied with as required daily, weekly and monthly.

A. **Daily Routine and Surface Cleaning Service to include:**
   - Wash, dust and clean interior and exterior window glass, panels, dust all areas within a high-hand reach, including windowsill, wall ledges, bookshelves, wood panels, filing cabinets, radiators, charts, bulletin boards and artworks;
   - Inspection and eradication of cobwebs in the ceiling of rooms, exits, stairways and likely places;
   - Thoroughly clean toilets including the walls, internal and external doors, floors window blinds etc.
   - Empty all waste receptacles.
   - Empty, clean and refill outside smoking urns if needed.
   - Place trash in securely covered trash bins and leave in a designated storage area outside the office premises. Disposal of garbage other than the recycling material.
   - Place trash in securely covered trash bins at the designated storage area in the office compound.
   - Dust all areas within a high-hand reach, including windowsills, wall ledges, baseboards, filing cabinets, radiators, charts, bulletin boards and pictures.
   - Clean washrooms at least one in every hour, deep clean every morning and evening before and after office hour and additional cleaning during lunch time at 01:00 pm.
   - Sanitize and disinfect comfort rooms and washrooms, three times a day. Supplies such as fragrant toilet disinfectants, paper towel, toilet papers and liquid soap must be replenished as required.
   - Dusting of office desktops, furniture and fittings.
   - Dust and damp wipe desks only if cleared.
   - Damp wipe all reception tables, conference tables.
   - Damp wipe all office equipment.
   - Sweep & mop all floors in reception area, hallways and stairs using appropriate detergent.
   - Sweep or vacuum all floor/carpeted areas.
   - Sweep and wash all stone, tile, linoleum, marble floors, and staircases.
   - Sweep and tidy Kitchen area.
   - Clean all glass doors, windows and glass surfaces.
   - Wash and clean all balconies.
   - Polish all decorative brass fittings.
   - Clean parking area around the office or inside the cage if applicable.
   - Clean driver’s office
   - Clean security guard posts

**Lavatories:**
   - Touch-up cleaning of bathrooms/Toilets (at least one in every hour)
   - Wash and disinfect all fixtures (wash basins, toilets, urinals, mirrors) using appropriate detergents.
   - Polish flush meters, piping, toilet seat hinges, and other metal work.
   - Mop, rinse and dry floors.
   - Refill paper towel, toilet paper, sanitary napkin, soap dispensers, fragrant toilet disinfectants.

B. **Weekly Basis:**
   - Wash all glass partitions, polish picture glass.
   - Wash all door frames.
   - Polish all wooden furniture surfaces (e.g. table-tops).
• Wash, dust and clean interior and exterior window glass, panels, dust all areas within a high-hand reach, including windowsill, wall ledges, bookshelves, wood panels, filling cabinets, radiators, charts, bulletins boards and artworks;
• Inspection and eradication of cobwebs in the ceiling of rooms, exits, stairways and likely places;
• Thoroughly clean toilets including the walls, internal and external doors, floors window blinds etc.
• Disposal of garbage other than the recycling material
• Pick all litter around the car park and drivers office
• Clean the office Standby Generator room

C. Monthly Basis:
• Dust Venetian blinds and all other dusty areas (ledges, pipes, bookshelves, etc.) beyond a high-hand reach. Readjust all Venetian blinds to the proper angle.
• Dust door louvers.
• Wash all window ledges and sills.
• Polish all wooden furniture.
• Vacuum all upholstered chairs and sofas.
• Clean all drainage holes on balconies, mail gate, boundary wall and roof.
• Clean security guard posts
• Scrub and polish all floors once a month;

D. Whenever needed: Perform deep cleaning
• Wash windows on the inside.
• Steam/wash clean carpets and as when the need be.
• Remove, wash and rehang Venetian blinds.
• Wash door louvers.
• Wash windows on the outside.

Special activities:
• In case there will be special activities (other than routine) such as anniversary celebration, fairs, exhibits, etc., in certain areas of the UNICEF building or compound, where additional hands are required, UNICEF may request for additional janitorial personnel for the occasion.
• The contractor shall cover labor, cleaning material and paper towels for bathrooms and toilet tissues
• Perform deep cleaning upon request.
• Response time to any cleaning request shall be within requested period for main office and field offices.

Supplies, Consumables & Equipment
• Supplies and Consumables: All cleaning chemicals, toiletries and other supplies and consumables necessary for the proper execution of the contract will be procured and provided by the cleaning company (sample to be checked and approved by UNICEF admin staff)
• Equipment: The company will provide all the necessary equipment, such as vacuum cleaners, brooms, carpet shampoo machine, ladders, and cleaning equipment/tools for outdoor & inside glass windows/doors.

Reporting lines:
Cleaners should have a supervisor who will prepare a work schedule for them on weekly basis and come daily for checking and monitoring purposes.
The Contractor shall report to UNICEF Admin Assistant/Admin Officer who will be UNICEF Supervisor. Based on the feedback of the Admin Assistant/Admin Officer, the Admin Specialist will contact the company to report any problem.

Storage of Cleaning Materials & Equipment
UNICEF shall provide the contractor with a suitable storage space for all its equipment, materials and supplies. UNICEF shall ensure delivery in amounts or number sufficient enough to provide the necessary logistics and other consumables to carry out its function.

4. Deliverables

Fully clean UNICEF BCO office premises as per the expected standard.

5. Contractors Responsibilities

A. The Contractor shall be fully responsible for all the works and services performed by its sub-contracted personnel, and shall for this purpose employ qualified, competent and well-trained staff to perform the services under the Contracts.

B. The Contractor shall take all reasonable measures to ensure that the Contractor's personnel conform to the highest standards of moral and ethical conduct.

C. The Contractor undertakes to obtain any license, permit, consent, sanction etc. as may be required or called for from/by local or any other authority for doing the work as specified in this RFP. The Contractor shall provide and maintain all appropriate workmen's compensation and liability insurances, or its equivalent, with respect to its employees to cover claims for death, bodily injury or damage to property arising from the execution of the planned contract. Adequate care and protection shall be maintained by the Contractor to ensure the safety of the occupants and visitors in the Premises where the work is being carried out.

D. The Contractor shall ensure that its staff have valid contracts which meet all statutory obligations and legal requirements, such as the minimum wage and social security provisions. The Contractor shall ensure that the wages are disbursed to the staff in a timely manner in consideration of the staff well-being and so as not to jeopardize the continuity of the performed tasks on high service quality levels at all times and this shall be monitored by UNICEF. The Contractor shall ensure that it is clarified that housekeeping staff under the proposed contract are the employees of the Contractor only and that the UNICEF has no obligation or any relationship to employment or otherwise whatsoever with the Contractor’s staff.

6. Payment Schedule

Payment on monthly basis in BDT, upon receiving satisfactory services as per the agreed provision.

7. Qualification requirement of the company/institution/organization

In order to qualify for consideration, the Bidders should note the following mandatory requirements and MUST ATTACH required documents with the proposal:

a) A copy of the company’s Incorporate Act, license issued by local authorities and copy of profile and organizational structure showing at least (3) three years experience in the field of providing Professional Cleaning Services on contractual basis.

b) Demonstration of sound financial standing, enabling the company to finance its operation (MUST provide the last two years audited financial statements).
c) A list of managerial staff and their qualifications along with the categories.

d) A list of Supervisor/Cleaners (adequate number to choose from) with following qualifications, knowledge and experience:
   - The education level preferred to be SSC passed but should not be less than class eight level.
   - Should have some basic notion/understanding of English language, ability to communicate in English is preferred.
   - Must have minimum five years related working experience.
   - Should be courteous/polite/honest and gender sensitive.
   - Minimum age of the cleaners should be 21 years.
   - Cleaners must have medical fitness certificate issued by a qualified doctor.
   - Cleaners must have security clearance or Police verification report.

e) List of current & previous client list (for last three years) for providing similar services including dates of contract and address details of the clients (email & mobile number of the contact person).

f) Insurance plan and medical coverage (regular and hospitalization) plan for the Contractor’s personnel (proposed), minimum coverage for both should be BDT. 500,000.

g) An outline of the Contractor’s Quality Assurance and Quality Control (QA/QC) plan covering the policy for backup support in case of any emergency.

h) The contracting company should have a formal organizational set up with adequate number of experienced manpower and logistics.

i) The contracting company should have sound methodology for taking disciplinary action against its cleaners.

j) All cleaners must be paid on monthly basis, through bank accounts maintained for individual person.

k) Contractor should have proven track record of providing such services to organizations of similar standard like other International organization, renowned corporate and UN organization.

l) Should attach an illustrative list of services that can be provided by the company.

m) Submit list with details of qualification, experience and number of employees intended to be used under the UNICEF-BCO Contract for the mentioned locations.

n) Describe the type and colour of uniforms, and equipment, tools and material intended to be used for the execution of the contract.

o) Submit operational plan to train and mobilize the proposed team with backup team members to ensure uninterrupted Cleaners cum Messengers Service.